

**California Legal Services (Title III B)**  
**PSA Level Annual Report**

Fiscal Year: 2016-2017

PSA: 1

Total Unduplicated Client Count for Fiscal Year: 278

Total Cases Closed in Fiscal Year: 286

Total Units of Service for Fiscal Year (Unit=1 Hour): 886

**CLIENT CHARACTERISTICS FOR UNDUPLICATED CLIENTS  
IN CASES OPENED THIS FISCAL YEAR**

**CLIENT AGE**

60-64:	100
65-74:	120
75-84:	46
85+:	12
Client Declined to Provide Information:	0
Total:	278

**CLIENT GENDER**

Male:	104
Female:	174
Client Declined to Provide Information:	0
Total:	278

**OTHER CLIENT CHARACTERISTICS**

Frail/Disabled:	202
Homebound:	0
Lives Alone:	173
Institutionalized:	0
Suspected Victim of Elder Abuse/Exploitation:	1
Limited English:	2
Rural:	196
Greatest Economic Need (Minority):	26

**CLIENT RACE**

Two or More Races:	4
Caucasian:	230
African American:	1
Native American/Native Alaskan:	22
Asian/Pacific Islander	
Asian Indian:	1
Cambodian:	0
Chinese:	0
Filipino:	0
Japanese:	0
Korean:	0
Laotian:	0
Vietnamese:	0
Guamanian:	0
Hawaiian:	0
Samoan:	0
Other Asian/Pacific Islander:	0
Race Unknown/Some Other Race:	6
Client Declined to Provide Information:	14
Total:	278

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 1

Greatest Economic Need (Non-Minority): 158

Greatest Economic Need (Minority Status Unknown): 2

#### CLIENT ETHNICITY

Hispanic/Latino: 6

#### CASES OPENED IN FISCAL YEAR

(Total Cases Opened by Legal Problem Code)

#### CASES CLOSED IN FISCAL YEAR

(Total Cases Closed by Case Closing Code & Legal Problem Code)

Counsel and  
Advice (CA)

Limited Additional  
Services (LAS)

Legal  
Representation (LR)

#### CONSUMER/FINANCE

A1. Bankruptcy/Debt Collection: 16

A2. Contracts/Warranties: 2

A3. Other Consumer/Finance: 3

16 2 0

4 0 0

2 1 0

#### EMPLOYMENT

B1. Discrimination: 0

B2. Other Employment: 0

0 0 0

0 0 0

#### FAMILY

C1. Divorce/Custody/Visitation/Support/  
Grandparents Rights: 16

C2. Conservatorship: 0

C3. Other Family: 5

9 11 0

0 0 0

4 0 0

#### HEALTH/COMMUNITY BASED CARE

D1. Medi-Cal/Medicaid: 5

D2. Medicare: 0

D3. Other Health/Community Based Care: 0

3 0 0

0 0 0

0 0 0

#### HOUSING

E1. Landlord-Tenant (Subsidized or  
Private Housing): 137

119 19 5

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 1

E2. Real Property: Home loans/ Foreclosure/Reverse Mortgages:	5	4	1	0
E3. Other Housing:	2	1	0	0
<b>INCOME MAINTENANCE</b>				
F1. Social Security:	8	6	2	0
F2. Supplemental Security Income (SSI):	14	12	1	0
F3. Pensions/Retiree Benefits:	0	0	0	0
F4. Other Income Maintenance:	6	5	0	0
<b>INDIVIDUAL RIGHTS</b>				
G1. Immigration/Naturalization:	0	0	0	0
G2. Elder Abuse/Neglect/Exploitation:	0	0	0	0
G3. Other Individual Rights:	0	0	0	0
<b>MISCELLANEOUS</b>				
H1. Estate Planning/Wills/Trusts:	47	44	8	0
H2. Advance Health Care Directives (AHCD):	4	3	4	0
H3. Financial Powers of Attorney:	0	0	0	0
H4. Other Miscellaneous:	0	0	0	0
<b>TOTAL CASES OPENED IN FISCAL YEAR:</b>		<b>TOTAL CASES CLOSED IN FISCAL YEAR BY CASE CLOSED CODE</b>		
270		TOTAL COUNSEL AND ADVICE	TOTAL LIMITED ADD. SERVICES	TOTAL LEGAL REPRESENTATION
270		232	49	5
<b>TOTAL ESTIMATED CASE WORK HOURS SPENT:</b>				
862				
<b>TOTAL # OF SPECIAL OUTREACH ACTIVITIES IN FISCAL YEAR:</b>				
1				
<b>TOTAL ESTIMATED # OF SPECIAL OUTREACH ACTIVITY HOURS IN FISCAL YEAR:</b>				
7				
<b>TOTAL # OF COMMUNITY LEGAL EDUCATION PROGRAMS IN FISCAL YEAR:</b>				
19				
<b>TOTAL ESTIMATED # OF COMMUNITY LEGAL EDUCATION HOURS IN FISCAL YEAR:</b>				
30				

**California Legal Services (Title III B)**  
**PSA Level Annual Report**

Fiscal Year: 2016-2017

PSA: 2

Total Unduplicated Client Count for Fiscal Year: 418

Total Cases Closed in Fiscal Year: 469

Total Units of Service for Fiscal Year (Unit=1 Hour): 2,041

**CLIENT CHARACTERISTICS FOR UNDUPLICATED CLIENTS  
IN CASES OPENED THIS FISCAL YEAR**

**CLIENT AGE**

60-64:	129
65-74:	172
75-84:	87
85+:	30
Client Declined to Provide Information:	0
Total:	418

**CLIENT GENDER**

Male:	151
Female:	239
Client Declined to Provide Information:	0
Total:	390

**OTHER CLIENT CHARACTERISTICS**

Frail/Disabled:	287
Homebound:	8
Lives Alone:	220
Institutionalized:	0
Suspected Victim of Elder Abuse/Exploitation:	15
Limited English:	1
Rural:	350
Greatest Economic Need (Minority):	36

**CLIENT RACE**

Two or More Races:	0
Caucasian:	368
African American:	6
Native American/Native Alaskan:	25
Asian/Pacific Islander	
Asian Indian:	0
Cambodian:	1
Chinese:	0
Filipino:	1
Japanese:	0
Korean:	0
Laotian:	0
Vietnamese:	0
Guamanian:	0
Hawaiian:	1
Samoan:	0
Other Asian/Pacific Islander:	0
Race Unknown/Some Other Race:	7
Client Declined to Provide Information:	9
Total:	418

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 2

Greatest Economic Need (Non-Minority): 274

Greatest Economic Need (Minority Status Unknown): 4

#### CLIENT ETHNICITY

Hispanic/Latino: 10

#### CASES OPENED IN FISCAL YEAR

(Total Cases Opened by Legal Problem Code)

#### CASES CLOSED IN FISCAL YEAR

(Total Cases Closed by Case Closing Code & Legal Problem Code)

Counsel and  
Advice (CA)

Limited Additional  
Services (LAS)

Legal  
Representation (LR)

#### CONSUMER/FINANCE

A1. Bankruptcy/Debt Collection: 1

A2. Contracts/Warranties: 0

A3. Other Consumer/Finance: 3

1 0 0

0 0 0

1 1 1

#### EMPLOYMENT

B1. Discrimination: 0

B2. Other Employment: 0

0 0 0

0 0 0

#### FAMILY

C1. Divorce/Custody/Visitation/Support/  
Grandparents Rights: 30

C2. Conservatorship: 0

C3. Other Family: 0

15 14 0

0 0 0

0 0 0

#### HEALTH/COMMUNITY BASED CARE

D1. Medi-Cal/Medicaid: 5

D2. Medicare: 1

D3. Other Health/Community Based Care: 4

6 0 0

0 0 0

4 1 1

#### HOUSING

E1. Landlord-Tenant (Subsidized or  
Private Housing): 183

161 30 6

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 2

E2. Real Property: Home loans/ Foreclosure/Reverse Mortgages:	64	55	10	1
E3. Other Housing:	3	2	0	0
<b>INCOME MAINTENANCE</b>				
F1. Social Security:	9	8	1	0
F2. Supplemental Security Income (SSI):	14	11	3	0
F3. Pensions/Retiree Benefits:	1	1	1	0
F4. Other Income Maintenance:	14	10	3	1
<b>INDIVIDUAL RIGHTS</b>				
G1. Immigration/Naturalization:	0	0	0	0
G2. Elder Abuse/Neglect/Exploitation:	0	0	0	0
G3. Other Individual Rights:	17	10	5	1
<b>MISCELLANEOUS</b>				
H1. Estate Planning/Wills/Trusts:	103	101	2	0
H2. Advance Health Care Directives (AHCD):	2	1	0	0
H3. Financial Powers of Attorney:	0	0	0	0
H4. Other Miscellaneous:	0	0	0	0
<b>TOTAL CASES OPENED IN FISCAL YEAR:</b>		<b>TOTAL CASES CLOSED IN FISCAL YEAR BY CASE CLOSED CODE</b>		
454		TOTAL COUNSEL AND ADVICE	TOTAL LIMITED ADD. SERVICES	TOTAL LEGAL REPRESENTATION
454		387	71	11
<b>TOTAL ESTIMATED CASE WORK HOURS SPENT:</b>				
1.966				
<b>TOTAL # OF SPECIAL OUTREACH ACTIVITIES IN FISCAL YEAR:</b>				
10				
<b>TOTAL ESTIMATED # OF SPECIAL OUTREACH ACTIVITY HOURS IN FISCAL YEAR:</b>				
50				
<b>TOTAL # OF COMMUNITY LEGAL EDUCATION PROGRAMS IN FISCAL YEAR:</b>				
5				
<b>TOTAL ESTIMATED # OF COMMUNITY LEGAL EDUCATION HOURS IN FISCAL YEAR:</b>				
25				

**California Legal Services (Title III B)**  
**PSA Level Annual Report**

Fiscal Year: 2016-2017

PSA: 3

Total Unduplicated Client Count for Fiscal Year: 545

Total Cases Closed in Fiscal Year: 480

Total Units of Service for Fiscal Year (Unit=1 Hour): 3,474

**CLIENT CHARACTERISTICS FOR UNDUPLICATED CLIENTS  
IN CASES OPENED THIS FISCAL YEAR**

**CLIENT AGE**

60-64:	151
65-74:	216
75-84:	111
85+:	67
Client Declined to Provide Information:	0
Total:	545

**CLIENT GENDER**

Male:	195
Female:	348
Client Declined to Provide Information:	2
Total:	545

**OTHER CLIENT CHARACTERISTICS**

Frail/Disabled:	350
Homebound:	0
Lives Alone:	297
Institutionalized:	0
Suspected Victim of Elder Abuse/Exploitation:	0
Limited English:	7
Rural:	213
Greatest Economic Need (Minority):	46

**CLIENT RACE**

Two or More Races:	2
Caucasian:	469
African American:	11
Native American/Native Alaskan:	27
Asian/Pacific Islander	
Asian Indian:	0
Cambodian:	2
Chinese:	3
Filipino:	0
Japanese:	0
Korean:	0
Laotian:	0
Vietnamese:	0
Guamanian:	0
Hawaiian:	0
Samoan:	0
Other Asian/Pacific Islander:	1
Race Unknown/Some Other Race:	30
Client Declined to Provide Information:	0
Total:	545

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 3

Greatest Economic Need (Non-Minority): 301

Greatest Economic Need (Minority Status Unknown): 0

#### CLIENT ETHNICITY

Hispanic/Latino: 26

#### CASES OPENED IN FISCAL YEAR

(Total Cases Opened by Legal Problem Code)

#### CASES CLOSED IN FISCAL YEAR

(Total Cases Closed by Case Closing Code & Legal Problem Code)

Counsel and  
Advice (CA)

Limited Additional  
Services (LAS)

Legal  
Representation (LR)

#### CONSUMER/FINANCE

A1. Bankruptcy/Debt Collection: 44

A2. Contracts/Warranties: 26

A3. Other Consumer/Finance: 15

35 3 0

22 0 0

12 4 0

#### EMPLOYMENT

B1. Discrimination: 0

B2. Other Employment: 1

0 0 0

1 0 0

#### FAMILY

C1. Divorce/Custody/Visitation/Support/  
Grandparents Rights: 0

C2. Conservatorship: 0

C3. Other Family: 1

0 0 0

0 0 0

0 1 0

#### HEALTH/COMMUNITY BASED CARE

D1. Medi-Cal/Medicaid: 33

D2. Medicare: 4

D3. Other Health/Community Based Care: 5

26 7 0

2 3 0

2 2 1

#### HOUSING

E1. Landlord-Tenant (Subsidized or  
Private Housing): 190

119 30 11



## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 3

E2. Real Property: Home loans/ Foreclosure/Reverse Mortgages:	55	42	6	1
E3. Other Housing:	2	1	0	0
<b>INCOME MAINTENANCE</b>				
F1. Social Security:	10	8	3	1
F2. Supplemental Security Income (SSI):	26	11	4	2
F3. Pensions/Retiree Benefits:	0	2	0	0
F4. Other Income Maintenance:	9	2	5	0
<b>INDIVIDUAL RIGHTS</b>				
G1. Immigration/Naturalization:	3	1	1	0
G2. Elder Abuse/Neglect/Exploitation:	1	1	0	0
G3. Other Individual Rights:	7	6	2	0
<b>MISCELLANEOUS</b>				
H1. Estate Planning/Wills/Trusts:	57	36	12	0
H2. Advance Health Care Directives (AHCD):	26	7	16	1
H3. Financial Powers of Attorney:	26	11	14	0
H4. Other Miscellaneous:	4	2	1	0
<b>TOTAL CASES OPENED IN FISCAL YEAR:</b>		<b>TOTAL CASES CLOSED IN FISCAL YEAR BY CASE CLOSED CODE</b>		
545		TOTAL COUNSEL AND ADVICE	TOTAL LIMITED ADD. SERVICES	TOTAL LEGAL REPRESENTATION
545		349	114	17
<b>TOTAL ESTIMATED CASE WORK HOURS SPENT:</b>				
3.375				
<b>TOTAL # OF SPECIAL OUTREACH ACTIVITIES IN FISCAL YEAR:</b>		19		
<b>TOTAL ESTIMATED # OF SPECIAL OUTREACH ACTIVITY HOURS IN FISCAL YEAR:</b>		53		
<b>TOTAL # OF COMMUNITY LEGAL EDUCATION PROGRAMS IN FISCAL YEAR:</b>		16		
<b>TOTAL ESTIMATED # OF COMMUNITY LEGAL EDUCATION HOURS IN FISCAL YEAR:</b>		46		

**California Legal Services (Title III B)**  
**PSA Level Annual Report**

Fiscal Year: 2016-2017

PSA: 4

Total Unduplicated Client Count for Fiscal Year: 1.900

Total Cases Closed in Fiscal Year: 2.226

Total Units of Service for Fiscal Year (Unit=1 Hour): 7.687

**CLIENT CHARACTERISTICS FOR UNDUPLICATED CLIENTS  
IN CASES OPENED THIS FISCAL YEAR**

**CLIENT AGE**

60-64:	480
65-74:	817
75-84:	444
85+:	159
Client Declined to Provide Information:	0
Total:	1.900

**CLIENT GENDER**

Male:	698
Female:	1.202
Client Declined to Provide Information:	0
Total:	1.900

**OTHER CLIENT CHARACTERISTICS**

Frail/Disabled:	1.084
Homebound:	78
Lives Alone:	1.122
Institutionalized:	16
Suspected Victim of Elder Abuse/Exploitation:	51
Limited English:	107
Rural:	520
Greatest Economic Need (Minority):	276

**CLIENT RACE**

Two or More Races:	7
Caucasian:	1.333
African American:	196
Native American/Native Alaskan:	36
Asian/Pacific Islander	
Asian Indian:	12
Cambodian:	1
Chinese:	16
Filipino:	15
Japanese:	7
Korean:	2
Laotian:	2
Vietnamese:	6
Guamanian:	0
Hawaiian:	5
Samoan:	1
Other Asian/Pacific Islander:	1
Race Unknown/Some Other Race:	239
Client Declined to Provide Information:	21
Total:	1.900

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 4

Greatest Economic Need (Non-Minority): 725

Greatest Economic Need (Minority Status Unknown): 1

#### CLIENT ETHNICITY

Hispanic/Latino: 239

#### CASES OPENED IN FISCAL YEAR

(Total Cases Opened by Legal Problem Code)

#### CASES CLOSED IN FISCAL YEAR

(Total Cases Closed by Case Closing Code & Legal Problem Code)

Counsel and  
Advice (CA)

Limited Additional  
Services (LAS)

Legal  
Representation (LR)

#### CONSUMER/FINANCE

A1. Bankruptcy/Debt Collection: 168

A2. Contracts/Warranties: 111

A3. Other Consumer/Finance: 87

143 32 1

99 22 3

78 16 1

#### EMPLOYMENT

B1. Discrimination: 3

B2. Other Employment: 18

2 0 2

16 4 0

#### FAMILY

C1. Divorce/Custody/Visitation/Support/  
Grandparents Rights: 28

C2. Conservatorship: 7

C3. Other Family: 17

34 1 0

6 1 0

17 0 0

#### HEALTH/COMMUNITY BASED CARE

D1. Medi-Cal/Medicaid: 43

D2. Medicare: 16

D3. Other Health/Community Based Care: 15

23 16 5

7 5 3

8 4 2

#### HOUSING

E1. Landlord-Tenant (Subsidized or  
Private Housing): 697

600 74 41

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 4

E2. Real Property: Home loans/ Foreclosure/Reverse Mortgages:	140	103	25	7
E3. Other Housing:	73	77	2	6
<b>INCOME MAINTENANCE</b>				
F1. Social Security:	49	44	6	0
F2. Supplemental Security Income (SSI):	54	40	14	9
F3. Pensions/Retiree Benefits:	23	28	7	0
F4. Other Income Maintenance:	29	23	6	3
<b>INDIVIDUAL RIGHTS</b>				
G1. Immigration/Naturalization:	6	2	4	1
G2. Elder Abuse/Neglect/Exploitation:	94	87	7	6
G3. Other Individual Rights:	48	53	8	0
<b>MISCELLANEOUS</b>				
H1. Estate Planning/Wills/Trusts:	278	236	39	1
H2. Advance Health Care Directives (AHCD):	91	34	39	0
H3. Financial Powers of Attorney:	41	15	22	0
H4. Other Miscellaneous:	5	4	2	0
<b>TOTAL CASES OPENED IN FISCAL YEAR:</b>		<b>TOTAL CASES CLOSED IN FISCAL YEAR BY CASE CLOSED CODE</b>		
2,141		TOTAL COUNSEL AND ADVICE	TOTAL LIMITED ADD. SERVICES	TOTAL LEGAL REPRESENTATION
2,141		1,779	356	91
<b>TOTAL ESTIMATED CASE WORK HOURS SPENT:</b>				
7.872				
<b>TOTAL # OF SPECIAL OUTREACH ACTIVITIES IN FISCAL YEAR:</b>				
43				
<b>TOTAL ESTIMATED # OF SPECIAL OUTREACH ACTIVITY HOURS IN FISCAL YEAR:</b>				
129				
<b>TOTAL # OF COMMUNITY LEGAL EDUCATION PROGRAMS IN FISCAL YEAR:</b>				
84				
<b>TOTAL ESTIMATED # OF COMMUNITY LEGAL EDUCATION HOURS IN FISCAL YEAR:</b>				
219				

**California Legal Services (Title III B)**  
**PSA Level Annual Report**

**Fiscal Year: 2016-2017**

**PSA: 5**

Total Unduplicated Client Count for Fiscal Year: 344

Total Cases Closed in Fiscal Year: 403

Total Units of Service for Fiscal Year (Unit=1 Hour): 1.688

**CLIENT CHARACTERISTICS FOR UNDUPLICATED CLIENTS  
IN CASES OPENED THIS FISCAL YEAR**

**CLIENT AGE**

60-64:	100
65-74:	163
75-84:	73
85+:	20
Client Declined to Provide Information:	0
<b>Total:</b>	<b>356</b>

**CLIENT GENDER**

Male:	142
Female:	214
Client Declined to Provide Information:	0
<b>Total:</b>	<b>356</b>

**OTHER CLIENT CHARACTERISTICS**

Frail/Disabled:	146
Homebound:	82
Lives Alone:	149
Institutionalized:	129
Suspected Victim of Elder Abuse/Exploitation:	0
Limited English:	39
Rural:	6
Greatest Economic Need (Minority):	33

**CLIENT RACE**

Two or More Races:	0
Caucasian:	268
African American:	28
Native American/Native Alaskan:	4
Asian/Pacific Islander	
Asian Indian:	0
Cambodian:	0
Chinese:	1
Filipino:	0
Japanese:	0
Korean:	0
Laotian:	0
Vietnamese:	0
Guamanian:	0
Hawaiian:	0
Samoan:	0
Other Asian/Pacific Islander:	6
Race Unknown/Some Other Race:	21
Client Declined to Provide Information:	16
<b>Total:</b>	<b>344</b>

## California Legal Services (Title III B)

### PSA Level Annual Report

**Fiscal Year: 2016-2017**

**PSA: 5**

Greatest Economic Need (Non-Minority):

Greatest Economic Need (Minority Status Unknown):

#### CLIENT ETHNICITY

Hispanic/Latino:

#### CASES OPENED IN FISCAL YEAR

(Total Cases Opened by Legal Problem Code)

#### CASES CLOSED IN FISCAL YEAR

(Total Cases Closed by Case Closing Code & Legal Problem Code)

Counsel and  
Advice (CA)

Limited Additional  
Services (LAS)

Legal  
Representation (LR)

#### CONSUMER/FINANCE

A1. Bankruptcy/Debt Collection:

A2. Contracts/Warranties:

A3. Other Consumer/Finance:

#### EMPLOYMENT

B1. Discrimination:

B2. Other Employment:

#### FAMILY

C1. Divorce/Custody/Visitation/Support/  
Grandparents Rights:

C2. Conservatorship:

C3. Other Family:

#### HEALTH/COMMUNITY BASED CARE

D1. Medi-Cal/Medicaid:

D2. Medicare:

D3. Other Health/Community Based Care:

#### HOUSING

E1. Landlord-Tenant (Subsidized or  
Private Housing):

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 5

E2. Real Property: Home loans/ Foreclosure/Reverse Mortgages:	2	3	0	0
E3. Other Housing:	40	28	5	1
<b>INCOME MAINTENANCE</b>				
F1. Social Security:	0	0	0	0
F2. Supplemental Security Income (SSI):	0	1	1	0
F3. Pensions/Retiree Benefits:	0	0	0	0
F4. Other Income Maintenance:	6	9	0	0
<b>INDIVIDUAL RIGHTS</b>				
G1. Immigration/Naturalization:	0	0	0	0
G2. Elder Abuse/Neglect/Exploitation:	0	0	0	0
G3. Other Individual Rights:	56	21	6	4
<b>MISCELLANEOUS</b>				
H1. Estate Planning/Wills/Trusts:	71	105	2	0
H2. Advance Health Care Directives (AHCD):	0	0	0	0
H3. Financial Powers of Attorney:	0	0	0	0
H4. Other Miscellaneous:	11	5	0	0
<b>TOTAL CASES OPENED IN FISCAL YEAR:</b>		<b>TOTAL CASES CLOSED IN FISCAL YEAR BY CASE CLOSED CODE</b>		
		TOTAL COUNSEL AND ADVICE	TOTAL LIMITED ADD. SERVICES	TOTAL LEGAL REPRESENTATION
		331	51	21
<b>TOTAL ESTIMATED CASE WORK HOURS SPENT:</b>		1.681		
<b>TOTAL # OF SPECIAL OUTREACH ACTIVITIES IN FISCAL YEAR:</b>		4		
<b>TOTAL ESTIMATED # OF SPECIAL OUTREACH ACTIVITY HOURS IN FISCAL YEAR:</b>		34		
<b>TOTAL # OF COMMUNITY LEGAL EDUCATION PROGRAMS IN FISCAL YEAR:</b>		1		
<b>TOTAL ESTIMATED # OF COMMUNITY LEGAL EDUCATION HOURS IN FISCAL YEAR:</b>		0		

**California Legal Services (Title III B)**  
**PSA Level Annual Report**

Fiscal Year: 2016-2017

PSA: 6

Total Unduplicated Client Count for Fiscal Year: 1.360

Total Cases Closed in Fiscal Year: 1.364

Total Units of Service for Fiscal Year (Unit=1 Hour): 16.488

**CLIENT CHARACTERISTICS FOR UNDUPLICATED CLIENTS  
IN CASES OPENED THIS FISCAL YEAR**

**CLIENT AGE**

60-64:	308
65-74:	615
75-84:	296
85+:	139
Client Declined to Provide Information:	31
Total:	1.389

**CLIENT GENDER**

Male:	595
Female:	785
Client Declined to Provide Information:	9
Total:	1.389

**OTHER CLIENT CHARACTERISTICS**

Frail/Disabled:	711
Homebound:	82
Lives Alone:	462
Institutionalized:	1
Suspected Victim of Elder Abuse/Exploitation:	71
Limited English:	504
Rural:	0
Greatest Economic Need (Minority):	608

**CLIENT RACE**

Two or More Races:	35
Caucasian:	427
African American:	143
Native American/Native Alaskan:	9
Asian/Pacific Islander	
Asian Indian:	6
Cambodian:	2
Chinese:	328
Filipino:	85
Japanese:	38
Korean:	10
Laotian:	0
Vietnamese:	21
Guamanian:	0
Hawaiian:	1
Samoan:	0
Other Asian/Pacific Islander:	31
Race Unknown/Some Other Race:	212
Client Declined to Provide Information:	12
Total:	1.360



## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 6

Greatest Economic Need (Non-Minority): 177

Greatest Economic Need (Minority Status Unknown): 31

#### CLIENT ETHNICITY

Hispanic/Latino: 224

#### CASES OPENED IN FISCAL YEAR

(Total Cases Opened by Legal Problem Code)

#### CASES CLOSED IN FISCAL YEAR

(Total Cases Closed by Case Closing Code & Legal Problem Code)

Counsel and  
Advice (CA)

Limited Additional  
Services (LAS)

Legal  
Representation (LR)

#### CONSUMER/FINANCE

A1. Bankruptcy/Debt Collection: 74

A2. Contracts/Warranties: 6

A3. Other Consumer/Finance: 41

49 17 21

2 0 1

26 11 6

#### EMPLOYMENT

B1. Discrimination: 6

B2. Other Employment: 17

6 0 0

15 0 2

#### FAMILY

C1. Divorce/Custody/Visitation/Support/  
Grandparents Rights: 3

C2. Conservatorship: 17

C3. Other Family: 3

3 0 0

4 0 2

1 0 0

#### HEALTH/COMMUNITY BASED CARE

D1. Medi-Cal/Medicaid: 32

D2. Medicare: 0

D3. Other Health/Community Based Care: 4

6 2 0

0 0 0

5 0 1

#### HOUSING

E1. Landlord-Tenant (Subsidized or  
Private Housing): 575

394 29 308

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 6

E2. Real Property: Home loans/ Foreclosure/Reverse Mortgages:	19	8	1	0
E3. Other Housing:	57	7	2	0
<b>INCOME MAINTENANCE</b>				
F1. Social Security:	57	39	11	2
F2. Supplemental Security Income (SSI):	103	78	14	4
F3. Pensions/Retiree Benefits:	3	3	0	0
F4. Other Income Maintenance:	12	6	0	0
<b>INDIVIDUAL RIGHTS</b>				
G1. Immigration/Naturalization:	102	66	1	9
G2. Elder Abuse/Neglect/Exploitation:	97	40	2	23
G3. Other Individual Rights:	13	12	1	0
<b>MISCELLANEOUS</b>				
H1. Estate Planning/Wills/Trusts:	88	35	9	15
H2. Advance Health Care Directives (AHCD):	2	2	0	0
H3. Financial Powers of Attorney:	17	4	2	7
H4. Other Miscellaneous:	51	41	5	4
<b>TOTAL CASES OPENED IN FISCAL YEAR:</b>		<b>TOTAL CASES CLOSED IN FISCAL YEAR BY CASE CLOSED CODE</b>		
1,399		TOTAL COUNSEL AND ADVICE	TOTAL LIMITED ADD. SERVICES	TOTAL LEGAL REPRESENTATION
1,399		852	107	405
<b>TOTAL ESTIMATED CASE WORK HOURS SPENT:</b>				
17.044				
<b>TOTAL # OF SPECIAL OUTREACH ACTIVITIES IN FISCAL YEAR:</b>		24		
<b>TOTAL ESTIMATED # OF SPECIAL OUTREACH ACTIVITY HOURS IN FISCAL YEAR:</b>		160		
<b>TOTAL # OF COMMUNITY LEGAL EDUCATION PROGRAMS IN FISCAL YEAR:</b>		13		
<b>TOTAL ESTIMATED # OF COMMUNITY LEGAL EDUCATION HOURS IN FISCAL YEAR:</b>		110		

**California Legal Services (Title III B)**  
**PSA Level Annual Report**

Fiscal Year: 2016-2017

PSA: 7

Total Unduplicated Client Count for Fiscal Year: 1.100

Total Cases Closed in Fiscal Year: 1.116

Total Units of Service for Fiscal Year (Unit=1 Hour): 5.930

**CLIENT CHARACTERISTICS FOR UNDUPLICATED CLIENTS  
IN CASES OPENED THIS FISCAL YEAR**

**CLIENT AGE**

60-64:	160
65-74:	490
75-84:	339
85+:	111
Client Declined to Provide Information:	0
Total:	1.100

**CLIENT GENDER**

Male:	318
Female:	782
Client Declined to Provide Information:	0
Total:	1.100

**OTHER CLIENT CHARACTERISTICS**

Frail/Disabled:	365
Homebound:	86
Lives Alone:	25
Institutionalized:	6
Suspected Victim of Elder Abuse/Exploitation:	48
Limited English:	22
Rural:	43
Greatest Economic Need (Minority):	141

**CLIENT RACE**

Two or More Races:	2
Caucasian:	777
African American:	163
Native American/Native Alaskan:	7
Asian/Pacific Islander	
Asian Indian:	6
Cambodian:	0
Chinese:	17
Filipino:	29
Japanese:	8
Korean:	1
Laotian:	0
Vietnamese:	1
Guamanian:	0
Hawaiian:	0
Samoan:	0
Other Asian/Pacific Islander:	52
Race Unknown/Some Other Race:	26
Client Declined to Provide Information:	11
Total:	1.100

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 7

Greatest Economic Need (Non-Minority): 121

Greatest Economic Need (Minority Status Unknown): 0

#### CLIENT ETHNICITY

Hispanic/Latino: 113

#### CASES OPENED IN FISCAL YEAR

(Total Cases Opened by Legal Problem Code)

#### CASES CLOSED IN FISCAL YEAR

(Total Cases Closed by Case Closing Code & Legal Problem Code)

Counsel and  
Advice (CA)

Limited Additional  
Services (LAS)

Legal  
Representation (LR)

#### CONSUMER/FINANCE

A1. Bankruptcy/Debt Collection: 32

A2. Contracts/Warranties: 40

A3. Other Consumer/Finance: 63

27 6 1

28 10 1

51 11 2

#### EMPLOYMENT

B1. Discrimination: 0

B2. Other Employment: 6

0 0 0

5 0 0

#### FAMILY

C1. Divorce/Custody/Visitation/Support/  
Grandparents Rights: 0

C2. Conservatorship: 4

C3. Other Family: 15

0 0 0

4 0 0

9 2 0

#### HEALTH/COMMUNITY BASED CARE

D1. Medi-Cal/Medicaid: 2

D2. Medicare: 0

D3. Other Health/Community Based Care: 3

2 0 0

0 0 0

2 1 0

#### HOUSING

E1. Landlord-Tenant (Subsidized or  
Private Housing): 197

128 57 11

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 7

E2. Real Property: Home loans/ Foreclosure/Reverse Mortgages:	5	5	1	0
E3. Other Housing:	42	37	5	1
<b>INCOME MAINTENANCE</b>				
F1. Social Security:	1	1	0	0
F2. Supplemental Security Income (SSI):	6	6	1	0
F3. Pensions/Retiree Benefits:	0	3	1	0
F4. Other Income Maintenance:	5	1	0	0
<b>INDIVIDUAL RIGHTS</b>				
G1. Immigration/Naturalization:	0	0	0	0
G2. Elder Abuse/Neglect/Exploitation:	48	23	21	5
G3. Other Individual Rights:	0	0	0	0
<b>MISCELLANEOUS</b>				
H1. Estate Planning/Wills/Trusts:	169	96	79	1
H2. Advance Health Care Directives (AHCD):	380	50	338	0
H3. Financial Powers of Attorney:	0	0	0	0
H4. Other Miscellaneous:	84	74	7	2
<b>TOTAL CASES OPENED IN FISCAL YEAR:</b>		<b>TOTAL CASES CLOSED IN FISCAL YEAR BY CASE CLOSED CODE</b>		
1,102		TOTAL COUNSEL AND ADVICE	TOTAL LIMITED ADD. SERVICES	TOTAL LEGAL REPRESENTATION
1,102		552	540	24
<b>TOTAL ESTIMATED CASE WORK HOURS SPENT:</b>				
5.887				
<b>TOTAL # OF SPECIAL OUTREACH ACTIVITIES IN FISCAL YEAR:</b>		1		
<b>TOTAL ESTIMATED # OF SPECIAL OUTREACH ACTIVITY HOURS IN FISCAL YEAR:</b>		4		
<b>TOTAL # OF COMMUNITY LEGAL EDUCATION PROGRAMS IN FISCAL YEAR:</b>		15		
<b>TOTAL ESTIMATED # OF COMMUNITY LEGAL EDUCATION HOURS IN FISCAL YEAR:</b>		39		

**California Legal Services (Title III B)**  
**PSA Level Annual Report**

Fiscal Year: 2016-2017

PSA: 8

Total Unduplicated Client Count for Fiscal Year: 656

Total Cases Closed in Fiscal Year: 603

Total Units of Service for Fiscal Year (Unit=1 Hour): 4.029

**CLIENT CHARACTERISTICS FOR UNDUPLICATED CLIENTS  
IN CASES OPENED THIS FISCAL YEAR**

**CLIENT AGE**

60-64:	182
65-74:	281
75-84:	143
85+:	50
Client Declined to Provide Information:	0
Total:	656

**CLIENT GENDER**

Male:	256
Female:	399
Client Declined to Provide Information:	1
Total:	656

**OTHER CLIENT CHARACTERISTICS**

Frail/Disabled:	289
Homebound:	14
Lives Alone:	352
Institutionalized:	3
Suspected Victim of Elder Abuse/Exploitation:	23
Limited English:	108
Rural:	34
Greatest Economic Need (Minority):	228

**CLIENT RACE**

Two or More Races:	7
Caucasian:	374
African American:	39
Native American/Native Alaskan:	8
Asian/Pacific Islander	
Asian Indian:	2
Cambodian:	0
Chinese:	20
Filipino:	71
Japanese:	5
Korean:	2
Laotian:	0
Vietnamese:	4
Guamanian:	0
Hawaiian:	0
Samoan:	1
Other Asian/Pacific Islander:	35
Race Unknown/Some Other Race:	56
Client Declined to Provide Information:	32
Total:	656

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 8

Greatest Economic Need (Non-Minority): 110

Greatest Economic Need (Minority Status Unknown): 12

#### CLIENT ETHNICITY

Hispanic/Latino: 149

#### CASES OPENED IN FISCAL YEAR

(Total Cases Opened by Legal Problem Code)

#### CASES CLOSED IN FISCAL YEAR

(Total Cases Closed by Case Closing Code & Legal Problem Code)

Counsel and  
Advice (CA)

Limited Additional  
Services (LAS)

Legal  
Representation (LR)

#### CONSUMER/FINANCE

A1. Bankruptcy/Debt Collection: 36

A2. Contracts/Warranties: 13

A3. Other Consumer/Finance: 24

21 4 2

12 2 1

13 2 1

#### EMPLOYMENT

B1. Discrimination: 0

B2. Other Employment: 3

0 0 0

1 0 0

#### FAMILY

C1. Divorce/Custody/Visitation/Support/  
Grandparents Rights: 0

C2. Conservatorship: 1

C3. Other Family: 4

0 0 0

0 0 1

3 0 2

#### HEALTH/COMMUNITY BASED CARE

D1. Medi-Cal/Medicaid: 146

D2. Medicare: 9

D3. Other Health/Community Based Care: 15

93 48 10

4 5 1

10 5 3

#### HOUSING

E1. Landlord-Tenant (Subsidized or  
Private Housing): 204

152 11 3

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 8

E2. Real Property: Home loans/ Foreclosure/Reverse Mortgages:	3	3	1	1
E3. Other Housing:	10	8	2	0
<b>INCOME MAINTENANCE</b>				
F1. Social Security:	31	16	8	2
F2. Supplemental Security Income (SSI):	59	32	23	4
F3. Pensions/Retiree Benefits:	0	0	0	0
F4. Other Income Maintenance:	15	9	6	1
<b>INDIVIDUAL RIGHTS</b>				
G1. Immigration/Naturalization:	0	0	0	0
G2. Elder Abuse/Neglect/Exploitation:	30	12	7	5
G3. Other Individual Rights:	1	0	1	0
<b>MISCELLANEOUS</b>				
H1. Estate Planning/Wills/Trusts:	10	11	2	0
H2. Advance Health Care Directives (AHCD):	17	0	17	0
H3. Financial Powers of Attorney:	0	0	0	0
H4. Other Miscellaneous:	25	21	1	0
<b>TOTAL CASES OPENED IN FISCAL YEAR:</b>		<b>TOTAL CASES CLOSED IN FISCAL YEAR BY CASE CLOSED CODE</b>		
656		TOTAL COUNSEL AND ADVICE	TOTAL LIMITED ADD. SERVICES	TOTAL LEGAL REPRESENTATION
656		421	145	37
<b>TOTAL ESTIMATED CASE WORK HOURS SPENT:</b>		3.924		
<b>TOTAL # OF SPECIAL OUTREACH ACTIVITIES IN FISCAL YEAR:</b>		10		
<b>TOTAL ESTIMATED # OF SPECIAL OUTREACH ACTIVITY HOURS IN FISCAL YEAR:</b>		43		
<b>TOTAL # OF COMMUNITY LEGAL EDUCATION PROGRAMS IN FISCAL YEAR:</b>		36		
<b>TOTAL ESTIMATED # OF COMMUNITY LEGAL EDUCATION HOURS IN FISCAL YEAR:</b>		105		



**California Legal Services (Title III B)**  
**PSA Level Annual Report**

Fiscal Year: 2016-2017

PSA: 9

Total Unduplicated Client Count for Fiscal Year: 576

Total Cases Closed in Fiscal Year: 396

Total Units of Service for Fiscal Year (Unit=1 Hour): 7.674

**CLIENT CHARACTERISTICS FOR UNDUPLICATED CLIENTS  
IN CASES OPENED THIS FISCAL YEAR**

**CLIENT AGE**

60-64:	102
65-74:	256
75-84:	145
85+:	66
Client Declined to Provide Information:	7
Total:	576

**CLIENT GENDER**

Male:	170
Female:	406
Client Declined to Provide Information:	0
Total:	576

**OTHER CLIENT CHARACTERISTICS**

Frail/Disabled:	195
Homebound:	3
Lives Alone:	8
Institutionalized:	0
Suspected Victim of Elder Abuse/Exploitation:	151
Limited English:	110
Rural:	0
Greatest Economic Need (Minority):	211

**CLIENT RACE**

Two or More Races:	17
Caucasian:	208
African American:	151
Native American/Native Alaskan:	0
Asian/Pacific Islander	
Asian Indian:	24
Cambodian:	1
Chinese:	46
Filipino:	28
Japanese:	3
Korean:	4
Laotian:	0
Vietnamese:	1
Guamanian:	0
Hawaiian:	0
Samoan:	1
Other Asian/Pacific Islander:	13
Race Unknown/Some Other Race:	73
Client Declined to Provide Information:	6
Total:	576

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 9

Greatest Economic Need (Non-Minority): 67

Greatest Economic Need (Minority Status Unknown): 1

#### CLIENT ETHNICITY

Hispanic/Latino: 71

#### CASES OPENED IN FISCAL YEAR

(Total Cases Opened by Legal Problem Code)

#### CASES CLOSED IN FISCAL YEAR

(Total Cases Closed by Case Closing Code & Legal Problem Code)

Counsel and  
Advice (CA)

Limited Additional  
Services (LAS)

Legal  
Representation (LR)

#### CONSUMER/FINANCE

A1. Bankruptcy/Debt Collection: 3

A2. Contracts/Warranties: 1

A3. Other Consumer/Finance: 1

0 0 0

1 0 0

1 0 0

#### EMPLOYMENT

B1. Discrimination: 0

B2. Other Employment: 1

0 0 0

1 0 0

#### FAMILY

C1. Divorce/Custody/Visitation/Support/  
Grandparents Rights: 0

C2. Conservatorship: 88

C3. Other Family: 1

0 0 0

7 44 41

0 0 0

#### HEALTH/COMMUNITY BASED CARE

D1. Medi-Cal/Medicaid: 40

D2. Medicare: 90

D3. Other Health/Community Based Care: 1

8 15 3

7 44 7

1 0 0

#### HOUSING

E1. Landlord-Tenant (Subsidized or  
Private Housing): 3

2 1 0

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 9

E2. Real Property: Home loans/ Foreclosure/Reverse Mortgages:	1	1	0	0
E3. Other Housing:	1	1	0	0
<b>INCOME MAINTENANCE</b>				
F1. Social Security:	29	16	6	0
F2. Supplemental Security Income (SSI):	76	20	13	8
F3. Pensions/Retiree Benefits:	0	0	0	0
F4. Other Income Maintenance:	5	3	2	0
<b>INDIVIDUAL RIGHTS</b>				
G1. Immigration/Naturalization:	60	1	8	13
G2. Elder Abuse/Neglect/Exploitation:	155	37	33	27
G3. Other Individual Rights:	0	0	0	0
<b>MISCELLANEOUS</b>				
H1. Estate Planning/Wills/Trusts:	2	1	1	0
H2. Advance Health Care Directives (AHCD):	2	2	0	0
H3. Financial Powers of Attorney:	0	0	0	0
H4. Other Miscellaneous:	21	16	4	0
<b>TOTAL CASES OPENED IN FISCAL YEAR:</b>		<b>TOTAL CASES CLOSED IN FISCAL YEAR BY CASE CLOSED CODE</b>		
581		TOTAL COUNSEL AND ADVICE	TOTAL LIMITED ADD. SERVICES	TOTAL LEGAL REPRESENTATION
581		126	171	99
<b>TOTAL ESTIMATED CASE WORK HOURS SPENT:</b>				
6.399				
<b>TOTAL # OF SPECIAL OUTREACH ACTIVITIES IN FISCAL YEAR:</b>		27		
<b>TOTAL ESTIMATED # OF SPECIAL OUTREACH ACTIVITY HOURS IN FISCAL YEAR:</b>		319		
<b>TOTAL # OF COMMUNITY LEGAL EDUCATION PROGRAMS IN FISCAL YEAR:</b>		145		
<b>TOTAL ESTIMATED # OF COMMUNITY LEGAL EDUCATION HOURS IN FISCAL YEAR:</b>		956		

**California Legal Services (Title III B)**  
**PSA Level Annual Report**

Fiscal Year: 2016-2017

PSA: 10

Total Unduplicated Client Count for Fiscal Year: 1.645

Total Cases Closed in Fiscal Year: 1.717

Total Units of Service for Fiscal Year (Unit=1 Hour): 9.841

**CLIENT CHARACTERISTICS FOR UNDUPLICATED CLIENTS  
IN CASES OPENED THIS FISCAL YEAR**

**CLIENT AGE**

60-64:	197
65-74:	684
75-84:	516
85+:	248
Client Declined to Provide Information:	0
Total:	1.645

**CLIENT GENDER**

Male:	558
Female:	1.087
Client Declined to Provide Information:	0
Total:	1.645

**OTHER CLIENT CHARACTERISTICS**

Frail/Disabled:	660
Homebound:	70
Lives Alone:	400
Institutionalized:	28
Suspected Victim of Elder Abuse/Exploitation:	155
Limited English:	286
Rural:	10
Greatest Economic Need (Minority):	343

**CLIENT RACE**

Two or More Races:	70
Caucasian:	1.062
African American:	61
Native American/Native Alaskan:	40
Asian/Pacific Islander	
Asian Indian:	56
Cambodian:	2
Chinese:	132
Filipino:	57
Japanese:	34
Korean:	9
Laotian:	1
Vietnamese:	29
Guamanian:	0
Hawaiian:	1
Samoan:	1
Other Asian/Pacific Islander:	28
Race Unknown/Some Other Race:	40
Client Declined to Provide Information:	22
Total:	1.645

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 10

Greatest Economic Need (Non-Minority): 227

Greatest Economic Need (Minority Status Unknown): 3

#### CLIENT ETHNICITY

Hispanic/Latino: 359

#### CASES OPENED IN FISCAL YEAR

(Total Cases Opened by Legal Problem Code)

#### CASES CLOSED IN FISCAL YEAR

(Total Cases Closed by Case Closing Code & Legal Problem Code)

Counsel and  
Advice (CA)

Limited Additional  
Services (LAS)

Legal  
Representation (LR)

#### CONSUMER/FINANCE

A1. Bankruptcy/Debt Collection: 41

A2. Contracts/Warranties: 31

A3. Other Consumer/Finance: 89

39 5 0

30 2 0

88 5 0

#### EMPLOYMENT

B1. Discrimination: 2

B2. Other Employment: 8

0 0 0

9 0 0

#### FAMILY

C1. Divorce/Custody/Visitation/Support/  
Grandparents Rights: 36

C2. Conservatorship: 12

C3. Other Family: 20

30 1 0

11 1 0

27 0 0

#### HEALTH/COMMUNITY BASED CARE

D1. Medi-Cal/Medicaid: 55

D2. Medicare: 51

D3. Other Health/Community Based Care: 26

57 9 2

35 14 3

19 4 0

#### HOUSING

E1. Landlord-Tenant (Subsidized or  
Private Housing): 127

120 7 1

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 10

E2. Real Property: Home loans/ Foreclosure/Reverse Mortgages:	15	14	0	0
E3. Other Housing:	113	104	16	2
<b>INCOME MAINTENANCE</b>				
F1. Social Security:	53	48	10	3
F2. Supplemental Security Income (SSI):	121	96	24	7
F3. Pensions/Retiree Benefits:	3	0	0	0
F4. Other Income Maintenance:	20	18	3	0
<b>INDIVIDUAL RIGHTS</b>				
G1. Immigration/Naturalization:	16	16	0	0
G2. Elder Abuse/Neglect/Exploitation:	141	109	39	21
G3. Other Individual Rights:	14	19	0	0
<b>MISCELLANEOUS</b>				
H1. Estate Planning/Wills/Trusts:	342	303	27	0
H2. Advance Health Care Directives (AHCD):	94	43	53	0
H3. Financial Powers of Attorney:	125	67	64	0
H4. Other Miscellaneous:	90	92	0	0
<b>TOTAL CASES OPENED IN FISCAL YEAR:</b>		<b>TOTAL CASES CLOSED IN FISCAL YEAR BY CASE CLOSED CODE</b>		
1,645		TOTAL COUNSEL AND ADVICE	TOTAL LIMITED ADD. SERVICES	TOTAL LEGAL REPRESENTATION
1,645		1,394	284	39
<b>TOTAL ESTIMATED CASE WORK HOURS SPENT:</b>				
9.577				
<b>TOTAL # OF SPECIAL OUTREACH ACTIVITIES IN FISCAL YEAR:</b>				
46				
<b>TOTAL ESTIMATED # OF SPECIAL OUTREACH ACTIVITY HOURS IN FISCAL YEAR:</b>				
164				
<b>TOTAL # OF COMMUNITY LEGAL EDUCATION PROGRAMS IN FISCAL YEAR:</b>				
193				
<b>TOTAL ESTIMATED # OF COMMUNITY LEGAL EDUCATION HOURS IN FISCAL YEAR:</b>				
131				

**California Legal Services (Title III B)**  
**PSA Level Annual Report**

Fiscal Year: 2016-2017

PSA: 11

Total Unduplicated Client Count for Fiscal Year: 990

Total Cases Closed in Fiscal Year: 1,014

Total Units of Service for Fiscal Year (Unit=1 Hour): 982

**CLIENT CHARACTERISTICS FOR UNDUPLICATED CLIENTS  
IN CASES OPENED THIS FISCAL YEAR**

**CLIENT AGE**

60-64:	264
65-74:	291
75-84:	188
85+:	62
Client Declined to Provide Information:	185
Total:	990

**CLIENT GENDER**

Male:	508
Female:	482
Client Declined to Provide Information:	0
Total:	990

**OTHER CLIENT CHARACTERISTICS**

Frail/Disabled:	160
Homebound:	4
Lives Alone:	76
Institutionalized:	0
Suspected Victim of Elder Abuse/Exploitation:	1
Limited English:	678
Rural:	4
Greatest Economic Need (Minority):	475

**CLIENT RACE**

Two or More Races:	147
Caucasian:	464
African American:	18
Native American/Native Alaskan:	1
Asian/Pacific Islander	
Asian Indian:	2
Cambodian:	0
Chinese:	0
Filipino:	0
Japanese:	0
Korean:	0
Laotian:	0
Vietnamese:	0
Guamanian:	0
Hawaiian:	0
Samoan:	0
Other Asian/Pacific Islander:	30
Race Unknown/Some Other Race:	165
Client Declined to Provide Information:	163
Total:	990

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 11

Greatest Economic Need (Non-Minority): 96

Greatest Economic Need (Minority Status Unknown): 0

#### CLIENT ETHNICITY

Hispanic/Latino: 836

#### CASES OPENED IN FISCAL YEAR

(Total Cases Opened by Legal Problem Code)

#### CASES CLOSED IN FISCAL YEAR

(Total Cases Closed by Case Closing Code & Legal Problem Code)

Counsel and  
Advice (CA)

Limited Additional  
Services (LAS)

Legal  
Representation (LR)

#### CONSUMER/FINANCE

A1. Bankruptcy/Debt Collection: 0

A2. Contracts/Warranties: 1

A3. Other Consumer/Finance: 18

0 20 0

0 13 0

0 65 0

#### EMPLOYMENT

B1. Discrimination: 1

B2. Other Employment: 11

0 3 0

0 16 0

#### FAMILY

C1. Divorce/Custody/Visitation/Support/  
Grandparents Rights: 0

C2. Conservatorship: 0

C3. Other Family: 2

0 0 0

0 2 0

0 13 0

#### HEALTH/COMMUNITY BASED CARE

D1. Medi-Cal/Medicaid: 13

D2. Medicare: 2

D3. Other Health/Community Based Care: 31

0 25 0

0 31 0

0 33 0

#### HOUSING

E1. Landlord-Tenant (Subsidized or  
Private Housing): 8

0 18 0



## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 11

E2. Real Property: Home loans/ Foreclosure/Reverse Mortgages:	7	0	14	0
E3. Other Housing:	35	0	75	0
<b>INCOME MAINTENANCE</b>				
F1. Social Security:	23	0	57	0
F2. Supplemental Security Income (SSI):	16	0	51	0
F3. Pensions/Retiree Benefits:	0	0	3	0
F4. Other Income Maintenance:	33	0	53	0
<b>INDIVIDUAL RIGHTS</b>				
G1. Immigration/Naturalization:	0	0	20	0
G2. Elder Abuse/Neglect/Exploitation:	0	0	6	0
G3. Other Individual Rights:	7	0	8	0
<b>MISCELLANEOUS</b>				
H1. Estate Planning/Wills/Trusts:	36	0	71	0
H2. Advance Health Care Directives (AHCD):	7	0	13	0
H3. Financial Powers of Attorney:	6	0	13	0
H4. Other Miscellaneous:	200	0	391	0
<b>TOTAL CASES OPENED IN FISCAL YEAR:</b>		<b>TOTAL CASES CLOSED IN FISCAL YEAR BY CASE CLOSED CODE</b>		
457		TOTAL COUNSEL AND ADVICE	TOTAL LIMITED ADD. SERVICES	TOTAL LEGAL REPRESENTATION
457		0	1.014	0
<b>TOTAL ESTIMATED CASE WORK HOURS SPENT:</b>				
974				
<b>TOTAL # OF SPECIAL OUTREACH ACTIVITIES IN FISCAL YEAR:</b>				
1				
<b>TOTAL ESTIMATED # OF SPECIAL OUTREACH ACTIVITY HOURS IN FISCAL YEAR:</b>				
8				
<b>TOTAL # OF COMMUNITY LEGAL EDUCATION PROGRAMS IN FISCAL YEAR:</b>				
0				
<b>TOTAL ESTIMATED # OF COMMUNITY LEGAL EDUCATION HOURS IN FISCAL YEAR:</b>				
0				

**California Legal Services (Title III B)**  
**PSA Level Annual Report**

Fiscal Year: 2016-2017

PSA: 12

Total Unduplicated Client Count for Fiscal Year: 242

Total Cases Closed in Fiscal Year: 256

Total Units of Service for Fiscal Year (Unit=1 Hour): 380

**CLIENT CHARACTERISTICS FOR UNDUPLICATED CLIENTS  
IN CASES OPENED THIS FISCAL YEAR**

**CLIENT AGE**

60-64:	29
65-74:	115
75-84:	67
85+:	31
Client Declined to Provide Information:	0
Total:	242

**CLIENT GENDER**

Male:	85
Female:	157
Client Declined to Provide Information:	0
Total:	242

**OTHER CLIENT CHARACTERISTICS**

Frail/Disabled:	22
Homebound:	11
Lives Alone:	87
Institutionalized:	0
Suspected Victim of Elder Abuse/Exploitation:	4
Limited English:	1
Rural:	242
Greatest Economic Need (Minority):	4

**CLIENT RACE**

Two or More Races:	0
Caucasian:	228
African American:	0
Native American/Native Alaskan:	3
Asian/Pacific Islander	
Asian Indian:	0
Cambodian:	0
Chinese:	0
Filipino:	0
Japanese:	0
Korean:	0
Laotian:	0
Vietnamese:	0
Guamanian:	0
Hawaiian:	0
Samoan:	0
Other Asian/Pacific Islander:	0
Race Unknown/Some Other Race:	11
Client Declined to Provide Information:	0
Total:	242

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 12

Greatest Economic Need (Non-Minority): 40

Greatest Economic Need (Minority Status Unknown): 0

#### CLIENT ETHNICITY

Hispanic/Latino: 11

#### CASES OPENED IN FISCAL YEAR

(Total Cases Opened by Legal Problem Code)

#### CASES CLOSED IN FISCAL YEAR

(Total Cases Closed by Case Closing Code & Legal Problem Code)

Counsel and  
Advice (CA)

Limited Additional  
Services (LAS)

Legal  
Representation (LR)

#### CONSUMER/FINANCE

A1. Bankruptcy/Debt Collection: 6

A2. Contracts/Warranties: 19

A3. Other Consumer/Finance: 22

4 0 0

10 0 0

22 0 0

#### EMPLOYMENT

B1. Discrimination: 1

B2. Other Employment: 1

1 0 0

1 0 0

#### FAMILY

C1. Divorce/Custody/Visitation/Support/  
Grandparents Rights: 3

C2. Conservatorship: 2

C3. Other Family: 10

4 1 0

3 0 0

22 1 0

#### HEALTH/COMMUNITY BASED CARE

D1. Medi-Cal/Medicaid: 1

D2. Medicare: 2

D3. Other Health/Community Based Care: 5

2 0 0

1 0 0

6 1 0

#### HOUSING

E1. Landlord-Tenant (Subsidized or  
Private Housing): 33

30 2 0

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 12

E2. Real Property: Home loans/ Foreclosure/Reverse Mortgages:	9	12	0	0
E3. Other Housing:	30	27	1	0
<b>INCOME MAINTENANCE</b>				
F1. Social Security:	3	5	0	0
F2. Supplemental Security Income (SSI):	0	1	0	0
F3. Pensions/Retiree Benefits:	4	3	1	0
F4. Other Income Maintenance:	6	2	0	0
<b>INDIVIDUAL RIGHTS</b>				
G1. Immigration/Naturalization:	5	1	0	0
G2. Elder Abuse/Neglect/Exploitation:	0	4	0	0
G3. Other Individual Rights:	21	12	0	0
<b>MISCELLANEOUS</b>				
H1. Estate Planning/Wills/Trusts:	42	31	9	0
H2. Advance Health Care Directives (AHCD):	2	6	1	0
H3. Financial Powers of Attorney:	6	9	0	0
H4. Other Miscellaneous:	25	18	2	0
<b>TOTAL CASES OPENED IN FISCAL YEAR:</b>		<b>TOTAL CASES CLOSED IN FISCAL YEAR BY CASE CLOSED CODE</b>		
		TOTAL COUNSEL AND ADVICE	TOTAL LIMITED ADD. SERVICES	TOTAL LEGAL REPRESENTATION
		237	19	0
<b>TOTAL ESTIMATED CASE WORK HOURS SPENT:</b>		314		
<b>TOTAL # OF SPECIAL OUTREACH ACTIVITIES IN FISCAL YEAR:</b>		15		
<b>TOTAL ESTIMATED # OF SPECIAL OUTREACH ACTIVITY HOURS IN FISCAL YEAR:</b>		110		
<b>TOTAL # OF COMMUNITY LEGAL EDUCATION PROGRAMS IN FISCAL YEAR:</b>		1		
<b>TOTAL ESTIMATED # OF COMMUNITY LEGAL EDUCATION HOURS IN FISCAL YEAR:</b>		3		

**California Legal Services (Title III B)**  
**PSA Level Annual Report**

Fiscal Year: 2016-2017

PSA: 13

Total Unduplicated Client Count for Fiscal Year: 589

Total Cases Closed in Fiscal Year: 578

Total Units of Service for Fiscal Year (Unit=1 Hour): 5.836

**CLIENT CHARACTERISTICS FOR UNDUPLICATED CLIENTS  
IN CASES OPENED THIS FISCAL YEAR**

**CLIENT AGE**

60-64:	141
65-74:	226
75-84:	111
85+:	54
Client Declined to Provide Information:	57
Total:	589

**CLIENT GENDER**

Male:	220
Female:	369
Client Declined to Provide Information:	0
Total:	589

**OTHER CLIENT CHARACTERISTICS**

Frail/Disabled:	273
Homebound:	7
Lives Alone:	65
Institutionalized:	5
Suspected Victim of Elder Abuse/Exploitation:	24
Limited English:	47
Rural:	17
Greatest Economic Need (Minority):	0

**CLIENT RACE**

Two or More Races:	1
Caucasian:	402
African American:	9
Native American/Native Alaskan:	3
Asian/Pacific Islander	
Asian Indian:	1
Cambodian:	0
Chinese:	0
Filipino:	1
Japanese:	3
Korean:	0
Laotian:	0
Vietnamese:	0
Guamanian:	0
Hawaiian:	0
Samoan:	0
Other Asian/Pacific Islander:	5
Race Unknown/Some Other Race:	164
Client Declined to Provide Information:	0
Total:	589

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 13

Greatest Economic Need (Non-Minority): 0

Greatest Economic Need (Minority Status Unknown): 90

#### CLIENT ETHNICITY

Hispanic/Latino: 162

#### CASES OPENED IN FISCAL YEAR

(Total Cases Opened by Legal Problem Code)

#### CASES CLOSED IN FISCAL YEAR

(Total Cases Closed by Case Closing Code & Legal Problem Code)

Counsel and  
Advice (CA)

Limited Additional  
Services (LAS)

Legal  
Representation (LR)

#### CONSUMER/FINANCE

A1. Bankruptcy/Debt Collection: 30

A2. Contracts/Warranties: 25

A3. Other Consumer/Finance: 51

19 3 1

24 15 5

29 7 6

#### EMPLOYMENT

B1. Discrimination: 1

B2. Other Employment: 3

0 0 1

3 1 0

#### FAMILY

C1. Divorce/Custody/Visitation/Support/  
Grandparents Rights: 1

C2. Conservatorship: 2

C3. Other Family: 9

2 0 0

2 0 0

8 1 0

#### HEALTH/COMMUNITY BASED CARE

D1. Medi-Cal/Medicaid: 31

D2. Medicare: 5

D3. Other Health/Community Based Care: 13

26 4 0

3 1 0

8 1 1

#### HOUSING

E1. Landlord-Tenant (Subsidized or  
Private Housing): 169

118 28 23

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 13

E2. Real Property: Home loans/ Foreclosure/Reverse Mortgages:	13	3	4	1
E3. Other Housing:	65	45	15	3
<b>INCOME MAINTENANCE</b>				
F1. Social Security:	32	20	4	2
F2. Supplemental Security Income (SSI):	9	9	1	0
F3. Pensions/Retiree Benefits:	1	2	0	0
F4. Other Income Maintenance:	8	8	2	0
<b>INDIVIDUAL RIGHTS</b>				
G1. Immigration/Naturalization:	3	1	2	0
G2. Elder Abuse/Neglect/Exploitation:	24	17	4	7
G3. Other Individual Rights:	13	13	0	0
<b>MISCELLANEOUS</b>				
H1. Estate Planning/Wills/Trusts:	12	9	3	0
H2. Advance Health Care Directives (AHCD):	4	2	3	0
H3. Financial Powers of Attorney:	33	15	13	0
H4. Other Miscellaneous:	32	22	7	1
<b>TOTAL CASES OPENED IN FISCAL YEAR:</b>		<b>TOTAL CASES CLOSED IN FISCAL YEAR BY CASE CLOSED CODE</b>		
		TOTAL COUNSEL AND ADVICE	TOTAL LIMITED ADD. SERVICES	TOTAL LEGAL REPRESENTATION
		408	119	51
<b>TOTAL ESTIMATED CASE WORK HOURS SPENT:</b>		5.836		
<b>TOTAL # OF SPECIAL OUTREACH ACTIVITIES IN FISCAL YEAR:</b>		0		
<b>TOTAL ESTIMATED # OF SPECIAL OUTREACH ACTIVITY HOURS IN FISCAL YEAR:</b>		0		
<b>TOTAL # OF COMMUNITY LEGAL EDUCATION PROGRAMS IN FISCAL YEAR:</b>		0		
<b>TOTAL ESTIMATED # OF COMMUNITY LEGAL EDUCATION HOURS IN FISCAL YEAR:</b>		0		

**California Legal Services (Title III B)**  
**PSA Level Annual Report**

Fiscal Year: 2016-2017

PSA: 14

Total Unduplicated Client Count for Fiscal Year: 414

Total Cases Closed in Fiscal Year: 413

Total Units of Service for Fiscal Year (Unit=1 Hour): 1,243

**CLIENT CHARACTERISTICS FOR UNDUPLICATED CLIENTS  
IN CASES OPENED THIS FISCAL YEAR**

**CLIENT AGE**

60-64:	155
65-74:	188
75-84:	51
85+:	20
Client Declined to Provide Information:	0
Total:	414

**CLIENT GENDER**

Male:	156
Female:	258
Client Declined to Provide Information:	0
Total:	414

**OTHER CLIENT CHARACTERISTICS**

Frail/Disabled:	200
Homebound:	9
Lives Alone:	142
Institutionalized:	0
Suspected Victim of Elder Abuse/Exploitation:	7
Limited English:	30
Rural:	6
Greatest Economic Need (Minority):	219

**CLIENT RACE**

Two or More Races:	14
Caucasian:	184
African American:	68
Native American/Native Alaskan:	10
Asian/Pacific Islander	
Asian Indian:	0
Cambodian:	0
Chinese:	2
Filipino:	3
Japanese:	0
Korean:	0
Laotian:	3
Vietnamese:	0
Guamanian:	0
Hawaiian:	0
Samoan:	0
Other Asian/Pacific Islander:	7
Race Unknown/Some Other Race:	121
Client Declined to Provide Information:	2
Total:	414



## California Legal Services (Title III B)

### PSA Level Annual Report

**Fiscal Year: 2016-2017**

**PSA: 14**

Greatest Economic Need (Non-Minority): 140

Greatest Economic Need (Minority Status Unknown): 22

#### CLIENT ETHNICITY

Hispanic/Latino: 123

#### CASES OPENED IN FISCAL YEAR (Total Cases Opened by Legal Problem Code)

#### CASES CLOSED IN FISCAL YEAR (Total Cases Closed by Case Closing Code & Legal Problem Code)

Counsel and  
Advice (CA)

Limited Additional  
Services (LAS)

Legal  
Representation (LR)

#### CONSUMER/FINANCE

A1. Bankruptcy/Debt Collection: 24

A2. Contracts/Warranties: 4

A3. Other Consumer/Finance: 18

20 0 4

4 0 0

18 0 0

#### EMPLOYMENT

B1. Discrimination: 1

B2. Other Employment: 0

1 0 0

0 0 0

#### FAMILY

C1. Divorce/Custody/Visitation/Support/  
Grandparents Rights: 12

C2. Conservatorship: 2

C3. Other Family: 13

3 9 0

2 0 0

4 9 0

#### HEALTH/COMMUNITY BASED CARE

D1. Medi-Cal/Medicaid: 0

D2. Medicare: 0

D3. Other Health/Community Based Care: 1

0 0 0

0 0 0

0 0 1

#### HOUSING

E1. Landlord-Tenant (Subsidized or  
Private Housing): 277

259 8 5

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 14

E2. Real Property: Home loans/ Foreclosure/Reverse Mortgages:	1	1	0	0
E3. Other Housing:	4	4	0	0
<b>INCOME MAINTENANCE</b>				
F1. Social Security:	2	0	0	2
F2. Supplemental Security Income (SSI):	8	7	1	2
F3. Pensions/Retiree Benefits:	0	0	0	0
F4. Other Income Maintenance:	3	4	0	1
<b>INDIVIDUAL RIGHTS</b>				
G1. Immigration/Naturalization:	0	0	0	0
G2. Elder Abuse/Neglect/Exploitation:	2	0	0	1
G3. Other Individual Rights:	0	0	0	0
<b>MISCELLANEOUS</b>				
H1. Estate Planning/Wills/Trusts:	36	17	17	0
H2. Advance Health Care Directives (AHCD):	6	5	1	0
H3. Financial Powers of Attorney:	0	0	0	0
H4. Other Miscellaneous:	3	3	0	0
<b>TOTAL CASES OPENED IN FISCAL YEAR:</b>		<b>TOTAL CASES CLOSED IN FISCAL YEAR BY CASE CLOSED CODE</b>		
		417	TOTAL COUNSEL AND ADVICE	TOTAL LIMITED ADD. SERVICES
			TOTAL LEGAL REPRESENTATION	
		352	45	16
<b>TOTAL ESTIMATED CASE WORK HOURS SPENT:</b>				
1.238				
<b>TOTAL # OF SPECIAL OUTREACH ACTIVITIES IN FISCAL YEAR:</b>				
2				
<b>TOTAL ESTIMATED # OF SPECIAL OUTREACH ACTIVITY HOURS IN FISCAL YEAR:</b>				
5				
<b>TOTAL # OF COMMUNITY LEGAL EDUCATION PROGRAMS IN FISCAL YEAR:</b>				
0				
<b>TOTAL ESTIMATED # OF COMMUNITY LEGAL EDUCATION HOURS IN FISCAL YEAR:</b>				
0				

**California Legal Services (Title III B)**  
**PSA Level Annual Report**

Fiscal Year: 2016-2017

PSA: 15

Total Unduplicated Client Count for Fiscal Year: 242

Total Cases Closed in Fiscal Year: 247

Total Units of Service for Fiscal Year (Unit=1 Hour): 782

**CLIENT CHARACTERISTICS FOR UNDUPLICATED CLIENTS  
IN CASES OPENED THIS FISCAL YEAR**

**CLIENT AGE**

60-64:	88
65-74:	113
75-84:	50
85+:	12
Client Declined to Provide Information:	1
Total:	264

**CLIENT GENDER**

Male:	88
Female:	175
Client Declined to Provide Information:	53
Total:	316

**OTHER CLIENT CHARACTERISTICS**

Frail/Disabled:	122
Homebound:	10
Lives Alone:	81
Institutionalized:	1
Suspected Victim of Elder Abuse/Exploitation:	22
Limited English:	56
Rural:	29
Greatest Economic Need (Minority):	88

**CLIENT RACE**

Two or More Races:	0
Caucasian:	163
African American:	12
Native American/Native Alaskan:	3
Asian/Pacific Islander	
Asian Indian:	0
Cambodian:	0
Chinese:	0
Filipino:	2
Japanese:	0
Korean:	0
Laotian:	0
Vietnamese:	0
Guamanian:	0
Hawaiian:	0
Samoan:	0
Other Asian/Pacific Islander:	0
Race Unknown/Some Other Race:	53
Client Declined to Provide Information:	9
Total:	242

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 15

Greatest Economic Need (Non-Minority): 67

Greatest Economic Need (Minority Status Unknown): 7

#### CLIENT ETHNICITY

Hispanic/Latino: 85

#### CASES OPENED IN FISCAL YEAR

(Total Cases Opened by Legal Problem Code)

#### CASES CLOSED IN FISCAL YEAR

(Total Cases Closed by Case Closing Code & Legal Problem Code)

Counsel and  
Advice (CA)

Limited Additional  
Services (LAS)

Legal  
Representation (LR)

#### CONSUMER/FINANCE

A1. Bankruptcy/Debt Collection: 13

A2. Contracts/Warranties: 12

A3. Other Consumer/Finance: 11

7 6 0

4 2 0

3 1 1

#### EMPLOYMENT

B1. Discrimination: 0

B2. Other Employment: 5

0 0 0

6 0 0

#### FAMILY

C1. Divorce/Custody/Visitation/Support/  
Grandparents Rights: 0

C2. Conservatorship: 0

C3. Other Family: 0

1 0 0

0 0 0

1 0 0

#### HEALTH/COMMUNITY BASED CARE

D1. Medi-Cal/Medicaid: 22

D2. Medicare: 6

D3. Other Health/Community Based Care: 2

10 12 0

4 2 0

0 6 2

#### HOUSING

E1. Landlord-Tenant (Subsidized or  
Private Housing): 111

78 11 8

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 15

E2. Real Property: Home loans/ Foreclosure/Reverse Mortgages:	5	0	2	0
E3. Other Housing:	13	3	0	1
<b>INCOME MAINTENANCE</b>				
F1. Social Security:	4	4	3	0
F2. Supplemental Security Income (SSI):	0	0	0	3
F3. Pensions/Retiree Benefits:	0	0	2	0
F4. Other Income Maintenance:	3	3	0	0
<b>INDIVIDUAL RIGHTS</b>				
G1. Immigration/Naturalization:	2	0	2	0
G2. Elder Abuse/Neglect/Exploitation:	23	5	6	14
G3. Other Individual Rights:	4	1	2	0
<b>MISCELLANEOUS</b>				
H1. Estate Planning/Wills/Trusts:	19	13	5	1
H2. Advance Health Care Directives (AHCD):	10	0	2	0
H3. Financial Powers of Attorney:	11	2	3	0
H4. Other Miscellaneous:	3	2	3	0
<b>TOTAL CASES OPENED IN FISCAL YEAR:</b>		<b>TOTAL CASES CLOSED IN FISCAL YEAR BY CASE CLOSED CODE</b>		
		TOTAL COUNSEL AND ADVICE	TOTAL LIMITED ADD. SERVICES	TOTAL LEGAL REPRESENTATION
		147	70	30
<b>TOTAL ESTIMATED CASE WORK HOURS SPENT:</b>		934		
<b>TOTAL # OF SPECIAL OUTREACH ACTIVITIES IN FISCAL YEAR:</b>		3		
<b>TOTAL ESTIMATED # OF SPECIAL OUTREACH ACTIVITY HOURS IN FISCAL YEAR:</b>		24		
<b>TOTAL # OF COMMUNITY LEGAL EDUCATION PROGRAMS IN FISCAL YEAR:</b>		0		
<b>TOTAL ESTIMATED # OF COMMUNITY LEGAL EDUCATION HOURS IN FISCAL YEAR:</b>		0		

**California Legal Services (Title III B)**  
**PSA Level Annual Report**

Fiscal Year: 2016-2017

PSA: 16

Total Unduplicated Client Count for Fiscal Year: 29

Total Cases Closed in Fiscal Year: 27

Total Units of Service for Fiscal Year (Unit=1 Hour): 198

**CLIENT CHARACTERISTICS FOR UNDUPLICATED CLIENTS  
IN CASES OPENED THIS FISCAL YEAR**

**CLIENT AGE**

60-64:	5
65-74:	13
75-84:	10
85+:	1
Client Declined to Provide Information:	0
Total:	29

**CLIENT GENDER**

Male:	11
Female:	18
Client Declined to Provide Information:	0
Total:	29

**OTHER CLIENT CHARACTERISTICS**

Frail/Disabled:	6
Homebound:	0
Lives Alone:	15
Institutionalized:	0
Suspected Victim of Elder Abuse/Exploitation:	0
Limited English:	0
Rural:	25
Greatest Economic Need (Minority):	2

**CLIENT RACE**

Two or More Races:	0
Caucasian:	24
African American:	0
Native American/Native Alaskan:	5
Asian/Pacific Islander	
Asian Indian:	0
Cambodian:	0
Chinese:	0
Filipino:	0
Japanese:	0
Korean:	0
Laotian:	0
Vietnamese:	0
Guamanian:	0
Hawaiian:	0
Samoan:	0
Other Asian/Pacific Islander:	0
Race Unknown/Some Other Race:	0
Client Declined to Provide Information:	0
Total:	29

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 16

Greatest Economic Need (Non-Minority): 6

Greatest Economic Need (Minority Status Unknown): 0

#### CLIENT ETHNICITY

Hispanic/Latino: 0

#### CASES OPENED IN FISCAL YEAR

(Total Cases Opened by Legal Problem Code)

#### CASES CLOSED IN FISCAL YEAR

(Total Cases Closed by Case Closing Code & Legal Problem Code)

Counsel and  
Advice (CA)

Limited Additional  
Services (LAS)

Legal  
Representation (LR)

#### CONSUMER/FINANCE

A1. Bankruptcy/Debt Collection: 7

A2. Contracts/Warranties: 0

A3. Other Consumer/Finance: 0

1 2 0

0 0 0

0 0 0

#### EMPLOYMENT

B1. Discrimination: 0

B2. Other Employment: 0

0 0 0

0 0 0

#### FAMILY

C1. Divorce/Custody/Visitation/Support/  
Grandparents Rights: 0

C2. Conservatorship: 0

C3. Other Family: 1

0 0 0

0 0 0

0 0 0

#### HEALTH/COMMUNITY BASED CARE

D1. Medi-Cal/Medicaid: 3

D2. Medicare: 0

D3. Other Health/Community Based Care: 0

2 2 0

0 0 0

0 0 0

#### HOUSING

E1. Landlord-Tenant (Subsidized or  
Private Housing): 3

1 2 0

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 16

E2. Real Property: Home loans/ Foreclosure/Reverse Mortgages:	2	0	1	0
E3. Other Housing:	5	2	1	0
<b>INCOME MAINTENANCE</b>				
F1. Social Security:	1	2	0	0
F2. Supplemental Security Income (SSI):	0	0	0	0
F3. Pensions/Retiree Benefits:	0	0	0	0
F4. Other Income Maintenance:	0	0	0	0
<b>INDIVIDUAL RIGHTS</b>				
G1. Immigration/Naturalization:	0	0	0	0
G2. Elder Abuse/Neglect/Exploitation:	0	0	0	0
G3. Other Individual Rights:	0	0	0	0
<b>MISCELLANEOUS</b>				
H1. Estate Planning/Wills/Trusts:	7	2	5	0
H2. Advance Health Care Directives (AHCD):	2	1	2	0
H3. Financial Powers of Attorney:	0	0	0	0
H4. Other Miscellaneous:	1	0	1	0
<b>TOTAL CASES OPENED IN FISCAL YEAR:</b>		<b>TOTAL CASES CLOSED IN FISCAL YEAR BY CASE CLOSED CODE</b>		
		TOTAL COUNSEL AND ADVICE	TOTAL LIMITED ADD. SERVICES	TOTAL LEGAL REPRESENTATION
		11	16	0
<b>TOTAL ESTIMATED CASE WORK HOURS SPENT:</b>		260		
<b>TOTAL # OF SPECIAL OUTREACH ACTIVITIES IN FISCAL YEAR:</b>		1		
<b>TOTAL ESTIMATED # OF SPECIAL OUTREACH ACTIVITY HOURS IN FISCAL YEAR:</b>		15		
<b>TOTAL # OF COMMUNITY LEGAL EDUCATION PROGRAMS IN FISCAL YEAR:</b>		5		
<b>TOTAL ESTIMATED # OF COMMUNITY LEGAL EDUCATION HOURS IN FISCAL YEAR:</b>		20		



**California Legal Services (Title III B)**  
**PSA Level Annual Report**

Fiscal Year: 2016-2017

PSA: 17

Total Unduplicated Client Count for Fiscal Year: 310

Total Cases Closed in Fiscal Year: 287

Total Units of Service for Fiscal Year (Unit=1 Hour): 1.319

**CLIENT CHARACTERISTICS FOR UNDUPLICATED CLIENTS  
IN CASES OPENED THIS FISCAL YEAR**

**CLIENT AGE**

60-64:	65
65-74:	128
75-84:	71
85+:	38
Client Declined to Provide Information:	8
Total:	310

**CLIENT GENDER**

Male:	94
Female:	216
Client Declined to Provide Information:	0
Total:	310

**OTHER CLIENT CHARACTERISTICS**

Frail/Disabled:	187
Homebound:	3
Lives Alone:	153
Institutionalized:	0
Suspected Victim of Elder Abuse/Exploitation:	9
Limited English:	4
Rural:	102
Greatest Economic Need (Minority):	7

**CLIENT RACE**

Two or More Races:	0
Caucasian:	254
African American:	3
Native American/Native Alaskan:	0
Asian/Pacific Islander	
Asian Indian:	0
Cambodian:	0
Chinese:	0
Filipino:	1
Japanese:	1
Korean:	0
Laotian:	0
Vietnamese:	0
Guamanian:	0
Hawaiian:	0
Samoan:	0
Other Asian/Pacific Islander:	0
Race Unknown/Some Other Race:	25
Client Declined to Provide Information:	26
Total:	310

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 17

Greatest Economic Need (Non-Minority): 129

Greatest Economic Need (Minority Status Unknown): 0

#### CLIENT ETHNICITY

Hispanic/Latino: 11

#### CASES OPENED IN FISCAL YEAR

(Total Cases Opened by Legal Problem Code)

#### CASES CLOSED IN FISCAL YEAR

(Total Cases Closed by Case Closing Code & Legal Problem Code)

Counsel and  
Advice (CA)

Limited Additional  
Services (LAS)

Legal  
Representation (LR)

#### CONSUMER/FINANCE

A1. Bankruptcy/Debt Collection: 9

A2. Contracts/Warranties: 10

A3. Other Consumer/Finance: 13

7 1 0

7 0 0

11 1 0

#### EMPLOYMENT

B1. Discrimination: 0

B2. Other Employment: 1

0 0 0

0 0 0

#### FAMILY

C1. Divorce/Custody/Visitation/Support/  
Grandparents Rights: 8

C2. Conservatorship: 0

C3. Other Family: 9

8 0 0

0 0 0

5 1 0

#### HEALTH/COMMUNITY BASED CARE

D1. Medi-Cal/Medicaid: 12

D2. Medicare: 0

D3. Other Health/Community Based Care: 0

7 2 1

0 0 1

1 0 0

#### HOUSING

E1. Landlord-Tenant (Subsidized or  
Private Housing): 48

33 8 0

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 17

E2. Real Property: Home loans/ Foreclosure/Reverse Mortgages:	8	5	1	0
E3. Other Housing:	33	24	3	0
<b>INCOME MAINTENANCE</b>				
F1. Social Security:	15	12	1	0
F2. Supplemental Security Income (SSI):	13	8	3	0
F3. Pensions/Retiree Benefits:	0	3	0	0
F4. Other Income Maintenance:	2	2	0	0
<b>INDIVIDUAL RIGHTS</b>				
G1. Immigration/Naturalization:	2	1	0	0
G2. Elder Abuse/Neglect/Exploitation:	20	4	11	10
G3. Other Individual Rights:	10	10	0	0
<b>MISCELLANEOUS</b>				
H1. Estate Planning/Wills/Trusts:	19	17	4	0
H2. Advance Health Care Directives (AHCD):	23	4	19	0
H3. Financial Powers of Attorney:	24	5	22	0
H4. Other Miscellaneous:	31	21	3	0
<b>TOTAL CASES OPENED IN FISCAL YEAR:</b>		<b>TOTAL CASES CLOSED IN FISCAL YEAR BY CASE CLOSED CODE</b>		
		TOTAL COUNSEL AND ADVICE	TOTAL LIMITED ADD. SERVICES	TOTAL LEGAL REPRESENTATION
		195	80	12
<b>TOTAL ESTIMATED CASE WORK HOURS SPENT:</b>		1.306		
<b>TOTAL # OF SPECIAL OUTREACH ACTIVITIES IN FISCAL YEAR:</b>		19		
<b>TOTAL ESTIMATED # OF SPECIAL OUTREACH ACTIVITY HOURS IN FISCAL YEAR:</b>		31		
<b>TOTAL # OF COMMUNITY LEGAL EDUCATION PROGRAMS IN FISCAL YEAR:</b>		0		
<b>TOTAL ESTIMATED # OF COMMUNITY LEGAL EDUCATION HOURS IN FISCAL YEAR:</b>		0		

**California Legal Services (Title III B)**  
**PSA Level Annual Report**

Fiscal Year: 2016-2017

PSA: 18

Total Unduplicated Client Count for Fiscal Year: 1.189

Total Cases Closed in Fiscal Year: 1.189

Total Units of Service for Fiscal Year (Unit=1 Hour): 1.469

**CLIENT CHARACTERISTICS FOR UNDUPLICATED CLIENTS  
IN CASES OPENED THIS FISCAL YEAR**

**CLIENT AGE**

60-64:	296
65-74:	398
75-84:	317
85+:	178
Client Declined to Provide Information:	0
Total:	1.189

**CLIENT GENDER**

Male:	508
Female:	681
Client Declined to Provide Information:	0
Total:	1.189

**OTHER CLIENT CHARACTERISTICS**

Frail/Disabled:	258
Homebound:	48
Lives Alone:	582
Institutionalized:	25
Suspected Victim of Elder Abuse/Exploitation:	21
Limited English:	411
Rural:	488
Greatest Economic Need (Minority):	294

**CLIENT RACE**

Two or More Races:	96
Caucasian:	913
African American:	28
Native American/Native Alaskan:	9
Asian/Pacific Islander	
Asian Indian:	9
Cambodian:	2
Chinese:	16
Filipino:	18
Japanese:	12
Korean:	7
Laotian:	0
Vietnamese:	14
Guamanian:	0
Hawaiian:	2
Samoan:	17
Other Asian/Pacific Islander:	4
Race Unknown/Some Other Race:	20
Client Declined to Provide Information:	22
Total:	1.189

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 18

Greatest Economic Need (Non-Minority): 425

Greatest Economic Need (Minority Status Unknown): 14

#### CLIENT ETHNICITY

Hispanic/Latino: 341

#### CASES OPENED IN FISCAL YEAR

(Total Cases Opened by Legal Problem Code)

#### CASES CLOSED IN FISCAL YEAR

(Total Cases Closed by Case Closing Code & Legal Problem Code)

Counsel and  
Advice (CA)

Limited Additional  
Services (LAS)

Legal  
Representation (LR)

#### CONSUMER/FINANCE

A1. Bankruptcy/Debt Collection: 32

A2. Contracts/Warranties: 9

A3. Other Consumer/Finance: 37

30 1 1

9 0 0

20 17 0

#### EMPLOYMENT

B1. Discrimination: 0

B2. Other Employment: 0

0 0 0

0 0 0

#### FAMILY

C1. Divorce/Custody/Visitation/Support/  
Grandparents Rights: 0

C2. Conservatorship: 0

C3. Other Family: 0

0 0 0

0 0 0

0 0 0

#### HEALTH/COMMUNITY BASED CARE

D1. Medi-Cal/Medicaid: 280

D2. Medicare: 31

D3. Other Health/Community Based Care: 5

271 8 1

31 0 0

5 0 0

#### HOUSING

E1. Landlord-Tenant (Subsidized or  
Private Housing): 95

93 2 0

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 18

E2. Real Property: Home loans/ Foreclosure/Reverse Mortgages:	71	71	0	0
E3. Other Housing:	0	0	0	0
<b>INCOME MAINTENANCE</b>				
F1. Social Security:	57	51	5	1
F2. Supplemental Security Income (SSI):	52	45	5	2
F3. Pensions/Retiree Benefits:	28	28	0	0
F4. Other Income Maintenance:	6	6	0	0
<b>INDIVIDUAL RIGHTS</b>				
G1. Immigration/Naturalization:	0	0	0	0
G2. Elder Abuse/Neglect/Exploitation:	17	17	0	0
G3. Other Individual Rights:	1	1	0	0
<b>MISCELLANEOUS</b>				
H1. Estate Planning/Wills/Trusts:	125	125	0	0
H2. Advance Health Care Directives (AHCD):	238	238	0	0
H3. Financial Powers of Attorney:	102	102	0	0
H4. Other Miscellaneous:	3	3	0	0
<b>TOTAL CASES OPENED IN FISCAL YEAR:</b>		<b>TOTAL CASES CLOSED IN FISCAL YEAR BY CASE CLOSED CODE</b>		
1,189		TOTAL COUNSEL AND ADVICE	TOTAL LIMITED ADD. SERVICES	TOTAL LEGAL REPRESENTATION
1,189		1,146	38	5
<b>TOTAL ESTIMATED CASE WORK HOURS SPENT:</b>				
1,415				
<b>TOTAL # OF SPECIAL OUTREACH ACTIVITIES IN FISCAL YEAR:</b>				
4				
<b>TOTAL ESTIMATED # OF SPECIAL OUTREACH ACTIVITY HOURS IN FISCAL YEAR:</b>				
12				
<b>TOTAL # OF COMMUNITY LEGAL EDUCATION PROGRAMS IN FISCAL YEAR:</b>				
13				
<b>TOTAL ESTIMATED # OF COMMUNITY LEGAL EDUCATION HOURS IN FISCAL YEAR:</b>				
42				

**California Legal Services (Title III B)**  
**PSA Level Annual Report**

Fiscal Year: 2016-2017

PSA: 19

Total Unduplicated Client Count for Fiscal Year: 772

Total Cases Closed in Fiscal Year: 582

Total Units of Service for Fiscal Year (Unit=1 Hour): 4.079

**CLIENT CHARACTERISTICS FOR UNDUPLICATED CLIENTS  
IN CASES OPENED THIS FISCAL YEAR**

**CLIENT AGE**

60-64:	153
65-74:	289
75-84:	230
85+:	102
Client Declined to Provide Information:	0
Total:	774

**CLIENT GENDER**

Male:	244
Female:	516
Client Declined to Provide Information:	14
Total:	774

**OTHER CLIENT CHARACTERISTICS**

Frail/Disabled:	433
Homebound:	12
Lives Alone:	387
Institutionalized:	3
Suspected Victim of Elder Abuse/Exploitation:	50
Limited English:	161
Rural:	0
Greatest Economic Need (Minority):	175

**CLIENT RACE**

Two or More Races:	5
Caucasian:	445
African American:	161
Native American/Native Alaskan:	0
Asian/Pacific Islander	
Asian Indian:	1
Cambodian:	0
Chinese:	6
Filipino:	8
Japanese:	2
Korean:	0
Laotian:	0
Vietnamese:	1
Guamanian:	0
Hawaiian:	0
Samoan:	0
Other Asian/Pacific Islander:	20
Race Unknown/Some Other Race:	107
Client Declined to Provide Information:	16
Total:	772

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 19

Greatest Economic Need (Non-Minority): 215

Greatest Economic Need (Minority Status Unknown): 41

#### CLIENT ETHNICITY

Hispanic/Latino: 203

#### CASES OPENED IN FISCAL YEAR

(Total Cases Opened by Legal Problem Code)

#### CASES CLOSED IN FISCAL YEAR

(Total Cases Closed by Case Closing Code & Legal Problem Code)

Counsel and  
Advice (CA)

Limited Additional  
Services (LAS)

Legal  
Representation (LR)

#### CONSUMER/FINANCE

A1. Bankruptcy/Debt Collection: 32

A2. Contracts/Warranties: 16

A3. Other Consumer/Finance: 19

24 9 1

11 1 0

19 1 0

#### EMPLOYMENT

B1. Discrimination: 0

B2. Other Employment: 24

0 0 0

10 7 2

#### FAMILY

C1. Divorce/Custody/Visitation/Support/  
Grandparents Rights: 3

C2. Conservatorship: 50

C3. Other Family: 2

2 0 0

6 26 0

1 0 0

#### HEALTH/COMMUNITY BASED CARE

D1. Medi-Cal/Medicaid: 26

D2. Medicare: 4

D3. Other Health/Community Based Care: 25

14 4 1

3 0 0

10 9 4

#### HOUSING

E1. Landlord-Tenant (Subsidized or  
Private Housing): 57

47 5 0



## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 19

E2. Real Property: Home loans/ Foreclosure/Reverse Mortgages:	40	31	2	3
E3. Other Housing:	13	12	0	1
<b>INCOME MAINTENANCE</b>				
F1. Social Security:	16	11	3	1
F2. Supplemental Security Income (SSI):	18	14	2	2
F3. Pensions/Retiree Benefits:	1	1	0	0
F4. Other Income Maintenance:	9	4	1	0
<b>INDIVIDUAL RIGHTS</b>				
G1. Immigration/Naturalization:	2	2	0	0
G2. Elder Abuse/Neglect/Exploitation:	17	14	3	0
G3. Other Individual Rights:	10	5	5	10
<b>MISCELLANEOUS</b>				
H1. Estate Planning/Wills/Trusts:	116	76	46	0
H2. Advance Health Care Directives (AHCD):	66	25	55	0
H3. Financial Powers of Attorney:	0	0	0	0
H4. Other Miscellaneous:	39	34	2	0
<b>TOTAL CASES OPENED IN FISCAL YEAR:</b>		<b>TOTAL CASES CLOSED IN FISCAL YEAR BY CASE CLOSED CODE</b>		
605		TOTAL COUNSEL AND ADVICE	TOTAL LIMITED ADD. SERVICES	TOTAL LEGAL REPRESENTATION
605		376	181	25
<b>TOTAL ESTIMATED CASE WORK HOURS SPENT:</b>				
5.443				
<b>TOTAL # OF SPECIAL OUTREACH ACTIVITIES IN FISCAL YEAR:</b>				
0				
<b>TOTAL ESTIMATED # OF SPECIAL OUTREACH ACTIVITY HOURS IN FISCAL YEAR:</b>				
0				
<b>TOTAL # OF COMMUNITY LEGAL EDUCATION PROGRAMS IN FISCAL YEAR:</b>				
7				
<b>TOTAL ESTIMATED # OF COMMUNITY LEGAL EDUCATION HOURS IN FISCAL YEAR:</b>				
0				

**California Legal Services (Title III B)**  
**PSA Level Annual Report**

Fiscal Year: 2016-2017

PSA: 20

Total Unduplicated Client Count for Fiscal Year: 759

Total Cases Closed in Fiscal Year: 874

Total Units of Service for Fiscal Year (Unit=1 Hour): 4.501

**CLIENT CHARACTERISTICS FOR UNDUPLICATED CLIENTS  
IN CASES OPENED THIS FISCAL YEAR**

**CLIENT AGE**

60-64:	158
65-74:	319
75-84:	214
85+:	68
Client Declined to Provide Information:	0
Total:	759

**CLIENT GENDER**

Male:	249
Female:	510
Client Declined to Provide Information:	0
Total:	759

**OTHER CLIENT CHARACTERISTICS**

Frail/Disabled:	314
Homebound:	2
Lives Alone:	377
Institutionalized:	1
Suspected Victim of Elder Abuse/Exploitation:	26
Limited English:	33
Rural:	37
Greatest Economic Need (Minority):	136

**CLIENT RACE**

Two or More Races:	65
Caucasian:	557
African American:	84
Native American/Native Alaskan:	12
Asian/Pacific Islander	
Asian Indian:	3
Cambodian:	0
Chinese:	0
Filipino:	17
Japanese:	6
Korean:	4
Laotian:	0
Vietnamese:	0
Guamanian:	0
Hawaiian:	2
Samoan:	0
Other Asian/Pacific Islander:	6
Race Unknown/Some Other Race:	3
Client Declined to Provide Information:	0
Total:	759

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 20

Greatest Economic Need (Non-Minority): 62

Greatest Economic Need (Minority Status Unknown): 0

#### CLIENT ETHNICITY

Hispanic/Latino: 202

#### CASES OPENED IN FISCAL YEAR

(Total Cases Opened by Legal Problem Code)

#### CASES CLOSED IN FISCAL YEAR

(Total Cases Closed by Case Closing Code & Legal Problem Code)

Counsel and  
Advice (CA)

Limited Additional  
Services (LAS)

Legal  
Representation (LR)

#### CONSUMER/FINANCE

A1. Bankruptcy/Debt Collection: 96

A2. Contracts/Warranties: 54

A3. Other Consumer/Finance: 16

68 28 11

41 12 5

14 1 2

#### EMPLOYMENT

B1. Discrimination: 0

B2. Other Employment: 1

0 0 0

1 0 0

#### FAMILY

C1. Divorce/Custody/Visitation/Support/  
Grandparents Rights: 47

C2. Conservatorship: 8

C3. Other Family: 25

27 18 7

9 0 0

19 5 2

#### HEALTH/COMMUNITY BASED CARE

D1. Medi-Cal/Medicaid: 22

D2. Medicare: 3

D3. Other Health/Community Based Care: 3

16 2 1

2 0 0

2 1 0

#### HOUSING

E1. Landlord-Tenant (Subsidized or  
Private Housing): 151

97 44 16

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 20

E2. Real Property: Home loans/ Foreclosure/Reverse Mortgages:	55	34	20	2
E3. Other Housing:	10	8	2	0
<b>INCOME MAINTENANCE</b>				
F1. Social Security:	12	12	0	1
F2. Supplemental Security Income (SSI):	26	21	1	1
F3. Pensions/Retiree Benefits:	0	0	0	0
F4. Other Income Maintenance:	15	16	3	1
<b>INDIVIDUAL RIGHTS</b>				
G1. Immigration/Naturalization:	8	3	1	2
G2. Elder Abuse/Neglect/Exploitation:	0	0	0	0
G3. Other Individual Rights:	16	17	0	0
<b>MISCELLANEOUS</b>				
H1. Estate Planning/Wills/Trusts:	184	98	99	2
H2. Advance Health Care Directives (AHCD):	45	8	34	0
H3. Financial Powers of Attorney:	45	4	27	0
H4. Other Miscellaneous:	7	5	1	0
<b>TOTAL CASES OPENED IN FISCAL YEAR:</b>		<b>TOTAL CASES CLOSED IN FISCAL YEAR BY CASE CLOSED CODE</b>		
849		TOTAL COUNSEL AND ADVICE	TOTAL LIMITED ADD. SERVICES	TOTAL LEGAL REPRESENTATION
		522	299	53
<b>TOTAL ESTIMATED CASE WORK HOURS SPENT:</b>		4,418		
<b>TOTAL # OF SPECIAL OUTREACH ACTIVITIES IN FISCAL YEAR:</b>		13		
<b>TOTAL ESTIMATED # OF SPECIAL OUTREACH ACTIVITY HOURS IN FISCAL YEAR:</b>		59		
<b>TOTAL # OF COMMUNITY LEGAL EDUCATION PROGRAMS IN FISCAL YEAR:</b>		8		
<b>TOTAL ESTIMATED # OF COMMUNITY LEGAL EDUCATION HOURS IN FISCAL YEAR:</b>		24		

**California Legal Services (Title III B)**  
**PSA Level Annual Report**

Fiscal Year: 2016-2017

PSA: 21

Total Unduplicated Client Count for Fiscal Year: 272

Total Cases Closed in Fiscal Year: 341

Total Units of Service for Fiscal Year (Unit=1 Hour): 1,777

**CLIENT CHARACTERISTICS FOR UNDUPLICATED CLIENTS  
IN CASES OPENED THIS FISCAL YEAR**

**CLIENT AGE**

60-64:	72
65-74:	122
75-84:	61
85+:	17
Client Declined to Provide Information:	0
Total:	272

**CLIENT GENDER**

Male:	108
Female:	164
Client Declined to Provide Information:	0
Total:	272

**OTHER CLIENT CHARACTERISTICS**

Frail/Disabled:	99
Homebound:	0
Lives Alone:	96
Institutionalized:	0
Suspected Victim of Elder Abuse/Exploitation:	2
Limited English:	30
Rural:	92
Greatest Economic Need (Minority):	43

**CLIENT RACE**

Two or More Races:	5
Caucasian:	199
African American:	46
Native American/Native Alaskan:	1
Asian/Pacific Islander	
Asian Indian:	0
Cambodian:	0
Chinese:	4
Filipino:	3
Japanese:	0
Korean:	0
Laotian:	0
Vietnamese:	0
Guamanian:	0
Hawaiian:	0
Samoan:	0
Other Asian/Pacific Islander:	2
Race Unknown/Some Other Race:	12
Client Declined to Provide Information:	0
Total:	272

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 21

Greatest Economic Need (Non-Minority): 17

Greatest Economic Need (Minority Status Unknown): 1

#### CLIENT ETHNICITY

Hispanic/Latino: 72

#### CASES OPENED IN FISCAL YEAR

(Total Cases Opened by Legal Problem Code)

#### CASES CLOSED IN FISCAL YEAR

(Total Cases Closed by Case Closing Code & Legal Problem Code)

Counsel and  
Advice (CA)

Limited Additional  
Services (LAS)

Legal  
Representation (LR)

#### CONSUMER/FINANCE

A1. Bankruptcy/Debt Collection: 25

A2. Contracts/Warranties: 20

A3. Other Consumer/Finance: 6

23 4 1

16 2 1

3 3 0

#### EMPLOYMENT

B1. Discrimination: 0

B2. Other Employment: 0

0 0 0

1 0 0

#### FAMILY

C1. Divorce/Custody/Visitation/Support/  
Grandparents Rights: 7

C2. Conservatorship: 0

C3. Other Family: 7

11 1 1

0 0 0

4 1 3

#### HEALTH/COMMUNITY BASED CARE

D1. Medi-Cal/Medicaid: 22

D2. Medicare: 0

D3. Other Health/Community Based Care: 4

11 5 9

1 0 0

4 0 2

#### HOUSING

E1. Landlord-Tenant (Subsidized or  
Private Housing): 75

64 19 7

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 21

E2. Real Property: Home loans/ Foreclosure/Reverse Mortgages:	10	5	2	0
E3. Other Housing:	7	6	2	2
<b>INCOME MAINTENANCE</b>				
F1. Social Security:	5	4	3	0
F2. Supplemental Security Income (SSI):	15	6	6	3
F3. Pensions/Retiree Benefits:	0	0	0	0
F4. Other Income Maintenance:	20	15	3	3
<b>INDIVIDUAL RIGHTS</b>				
G1. Immigration/Naturalization:	0	0	0	0
G2. Elder Abuse/Neglect/Exploitation:	0	0	0	0
G3. Other Individual Rights:	6	6	0	0
<b>MISCELLANEOUS</b>				
H1. Estate Planning/Wills/Trusts:	37	27	23	0
H2. Advance Health Care Directives (AHCD):	11	2	14	0
H3. Financial Powers of Attorney:	8	1	11	0
H4. Other Miscellaneous:	0	0	0	0
<b>TOTAL CASES OPENED IN FISCAL YEAR:</b>		<b>TOTAL CASES CLOSED IN FISCAL YEAR BY CASE CLOSED CODE</b>		
285		TOTAL COUNSEL AND ADVICE	TOTAL LIMITED ADD. SERVICES	TOTAL LEGAL REPRESENTATION
		210	99	32
<b>TOTAL ESTIMATED CASE WORK HOURS SPENT:</b>		1,727		
<b>TOTAL # OF SPECIAL OUTREACH ACTIVITIES IN FISCAL YEAR:</b>		10		
<b>TOTAL ESTIMATED # OF SPECIAL OUTREACH ACTIVITY HOURS IN FISCAL YEAR:</b>		39		
<b>TOTAL # OF COMMUNITY LEGAL EDUCATION PROGRAMS IN FISCAL YEAR:</b>		2		
<b>TOTAL ESTIMATED # OF COMMUNITY LEGAL EDUCATION HOURS IN FISCAL YEAR:</b>		11		

**California Legal Services (Title III B)**  
**PSA Level Annual Report**

Fiscal Year: 2016-2017

PSA: 22

Total Unduplicated Client Count for Fiscal Year: 3.104

Total Cases Closed in Fiscal Year: 2.939

Total Units of Service for Fiscal Year (Unit=1 Hour): 6.552

**CLIENT CHARACTERISTICS FOR UNDUPLICATED CLIENTS  
IN CASES OPENED THIS FISCAL YEAR**

**CLIENT AGE**

60-64:	1.019
65-74:	1.314
75-84:	561
85+:	210
Client Declined to Provide Information:	0
Total:	3.104

**CLIENT GENDER**

Male:	1.210
Female:	1.894
Client Declined to Provide Information:	0
Total:	3.104

**OTHER CLIENT CHARACTERISTICS**

Frail/Disabled:	0
Homebound:	0
Lives Alone:	2.092
Institutionalized:	56
Suspected Victim of Elder Abuse/Exploitation:	0
Limited English:	646
Rural:	0
Greatest Economic Need (Minority):	895

**CLIENT RACE**

Two or More Races:	81
Caucasian:	1.795
African American:	118
Native American/Native Alaskan:	26
Asian/Pacific Islander	
Asian Indian:	0
Cambodian:	1
Chinese:	25
Filipino:	52
Japanese:	16
Korean:	44
Laotian:	0
Vietnamese:	218
Guamanian:	0
Hawaiian:	4
Samoan:	0
Other Asian/Pacific Islander:	21
Race Unknown/Some Other Race:	703
Client Declined to Provide Information:	0
Total:	3.104



## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 22

Greatest Economic Need (Non-Minority): 462

Greatest Economic Need (Minority Status Unknown): 0

#### CLIENT ETHNICITY

Hispanic/Latino: 439

#### CASES OPENED IN FISCAL YEAR

(Total Cases Opened by Legal Problem Code)

#### CASES CLOSED IN FISCAL YEAR

(Total Cases Closed by Case Closing Code & Legal Problem Code)

Counsel and  
Advice (CA)

Limited Additional  
Services (LAS)

Legal  
Representation (LR)

#### CONSUMER/FINANCE

A1. Bankruptcy/Debt Collection: 414

A2. Contracts/Warranties: 82

A3. Other Consumer/Finance: 54

288 103 7

71 9 0

45 2 0

#### EMPLOYMENT

B1. Discrimination: 4

B2. Other Employment: 113

4 0 0

92 14 5

#### FAMILY

C1. Divorce/Custody/Visitation/Support/  
Grandparents Rights: 250

C2. Conservatorship: 71

C3. Other Family: 87

196 30 4

36 6 25

74 7 3

#### HEALTH/COMMUNITY BASED CARE

D1. Medi-Cal/Medicaid: 164

D2. Medicare: 91

D3. Other Health/Community Based Care: 270

122 28 6

57 23 3

173 68 9

#### HOUSING

E1. Landlord-Tenant (Subsidized or  
Private Housing): 531

449 42 17

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 22

E2. Real Property: Home loans/ Foreclosure/Reverse Mortgages:	75	58	13	1
E3. Other Housing:	159	151	4	0
<b>INCOME MAINTENANCE</b>				
F1. Social Security:	75	65	5	1
F2. Supplemental Security Income (SSI):	152	89	52	7
F3. Pensions/Retiree Benefits:	0	0	0	0
F4. Other Income Maintenance:	44	40	2	2
<b>INDIVIDUAL RIGHTS</b>				
G1. Immigration/Naturalization:	8	5	2	0
G2. Elder Abuse/Neglect/Exploitation:	36	30	1	1
G3. Other Individual Rights:	124	113	1	3
<b>MISCELLANEOUS</b>				
H1. Estate Planning/Wills/Trusts:	155	143	4	0
H2. Advance Health Care Directives (AHCD):	39	30	8	0
H3. Financial Powers of Attorney:	0	0	0	0
H4. Other Miscellaneous:	106	73	17	0
<b>TOTAL CASES OPENED IN FISCAL YEAR:</b>		<b>TOTAL CASES CLOSED IN FISCAL YEAR BY CASE CLOSED CODE</b>		
3,104		TOTAL COUNSEL AND ADVICE	TOTAL LIMITED ADD. SERVICES	TOTAL LEGAL REPRESENTATION
3,104		2,404	441	94
<b>TOTAL ESTIMATED CASE WORK HOURS SPENT:</b>				
6,433				
<b>TOTAL # OF SPECIAL OUTREACH ACTIVITIES IN FISCAL YEAR:</b>		23		
<b>TOTAL ESTIMATED # OF SPECIAL OUTREACH ACTIVITY HOURS IN FISCAL YEAR:</b>		92		
<b>TOTAL # OF COMMUNITY LEGAL EDUCATION PROGRAMS IN FISCAL YEAR:</b>		23		
<b>TOTAL ESTIMATED # OF COMMUNITY LEGAL EDUCATION HOURS IN FISCAL YEAR:</b>		72		

**California Legal Services (Title III B)**  
**PSA Level Annual Report**

Fiscal Year: 2016-2017

PSA: 23

Total Unduplicated Client Count for Fiscal Year: 3.427

Total Cases Closed in Fiscal Year: 3.427

Total Units of Service for Fiscal Year (Unit=1 Hour): 4.057

**CLIENT CHARACTERISTICS FOR UNDUPLICATED CLIENTS  
IN CASES OPENED THIS FISCAL YEAR**

**CLIENT AGE**

60-64:	712
65-74:	1,479
75-84:	854
85+:	382
Client Declined to Provide Information:	0
Total:	3.427

**CLIENT GENDER**

Male:	1.463
Female:	1.964
Client Declined to Provide Information:	0
Total:	3.427

**OTHER CLIENT CHARACTERISTICS**

Frail/Disabled:	2,444
Homebound:	11
Lives Alone:	2,054
Institutionalized:	38
Suspected Victim of Elder Abuse/Exploitation:	70
Limited English:	560
Rural:	10
Greatest Economic Need (Minority):	431

**CLIENT RACE**

Two or More Races:	13
Caucasian:	2,494
African American:	226
Native American/Native Alaskan:	10
Asian/Pacific Islander	
Asian Indian:	10
Cambodian:	1
Chinese:	13
Filipino:	87
Japanese:	12
Korean:	2
Laotian:	3
Vietnamese:	5
Guamanian:	2
Hawaiian:	0
Samoan:	0
Other Asian/Pacific Islander:	31
Race Unknown/Some Other Race:	518
Client Declined to Provide Information:	0
Total:	3.427

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 23

Greatest Economic Need (Non-Minority): 1,189

Greatest Economic Need (Minority Status Unknown): 153

#### CLIENT ETHNICITY

Hispanic/Latino: 510

#### CASES OPENED IN FISCAL YEAR

(Total Cases Opened by Legal Problem Code)

#### CASES CLOSED IN FISCAL YEAR

(Total Cases Closed by Case Closing Code & Legal Problem Code)

Counsel and  
Advice (CA)

Limited Additional  
Services (LAS)

Legal  
Representation (LR)

#### CONSUMER/FINANCE

A1. Bankruptcy/Debt Collection: 182

A2. Contracts/Warranties: 279

A3. Other Consumer/Finance: 86

176 6 0

266 13 0

83 3 0

#### EMPLOYMENT

B1. Discrimination: 9

B2. Other Employment: 21

9 0 0

21 0 0

#### FAMILY

C1. Divorce/Custody/Visitation/Support/  
Grandparents Rights: 107

C2. Conservatorship: 23

C3. Other Family: 6

107 0 0

23 0 0

6 0 0

#### HEALTH/COMMUNITY BASED CARE

D1. Medi-Cal/Medicaid: 83

D2. Medicare: 5

D3. Other Health/Community Based Care: 169

83 0 0

5 0 0

167 2 0

#### HOUSING

E1. Landlord-Tenant (Subsidized or  
Private Housing): 465

448 17 0

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 23

E2. Real Property: Home loans/ Foreclosure/Reverse Mortgages:	226	223	3	0
E3. Other Housing:	274	266	8	0
<b>INCOME MAINTENANCE</b>				
F1. Social Security:	110	110	0	0
F2. Supplemental Security Income (SSI):	39	39	0	0
F3. Pensions/Retiree Benefits:	29	29	0	0
F4. Other Income Maintenance:	46	45	1	0
<b>INDIVIDUAL RIGHTS</b>				
G1. Immigration/Naturalization:	14	14	0	0
G2. Elder Abuse/Neglect/Exploitation:	168	164	4	0
G3. Other Individual Rights:	229	226	3	0
<b>MISCELLANEOUS</b>				
H1. Estate Planning/Wills/Trusts:	637	538	99	0
H2. Advance Health Care Directives (AHCD):	41	29	12	0
H3. Financial Powers of Attorney:	115	83	32	0
H4. Other Miscellaneous:	64	60	4	0
<b>TOTAL CASES OPENED IN FISCAL YEAR:</b>		<b>TOTAL CASES CLOSED IN FISCAL YEAR BY CASE CLOSED CODE</b>		
3.427		TOTAL COUNSEL AND ADVICE	TOTAL LIMITED ADD. SERVICES	TOTAL LEGAL REPRESENTATION
3.427		3.220	207	0
<b>TOTAL ESTIMATED CASE WORK HOURS SPENT:</b>				
4.015				
<b>TOTAL # OF SPECIAL OUTREACH ACTIVITIES IN FISCAL YEAR:</b>		0		
<b>TOTAL ESTIMATED # OF SPECIAL OUTREACH ACTIVITY HOURS IN FISCAL YEAR:</b>		0		
<b>TOTAL # OF COMMUNITY LEGAL EDUCATION PROGRAMS IN FISCAL YEAR:</b>		14		
<b>TOTAL ESTIMATED # OF COMMUNITY LEGAL EDUCATION HOURS IN FISCAL YEAR:</b>		42		

**California Legal Services (Title III B)**  
**PSA Level Annual Report**

Fiscal Year: 2016-2017

PSA: 24

Total Unduplicated Client Count for Fiscal Year: 377

Total Cases Closed in Fiscal Year: 377

Total Units of Service for Fiscal Year (Unit=1 Hour): 628

**CLIENT CHARACTERISTICS FOR UNDUPLICATED CLIENTS  
IN CASES OPENED THIS FISCAL YEAR**

**CLIENT AGE**

60-64:	90
65-74:	142
75-84:	107
85+:	38
Client Declined to Provide Information:	0
Total:	377

**CLIENT GENDER**

Male:	166
Female:	211
Client Declined to Provide Information:	0
Total:	377

**OTHER CLIENT CHARACTERISTICS**

Frail/Disabled:	131
Homebound:	2
Lives Alone:	162
Institutionalized:	2
Suspected Victim of Elder Abuse/Exploitation:	5
Limited English:	121
Rural:	355
Greatest Economic Need (Minority):	180

**CLIENT RACE**

Two or More Races:	0
Caucasian:	69
African American:	13
Native American/Native Alaskan:	1
Asian/Pacific Islander	
Asian Indian:	0
Cambodian:	0
Chinese:	0
Filipino:	0
Japanese:	0
Korean:	0
Laotian:	0
Vietnamese:	0
Guamanian:	0
Hawaiian:	0
Samoan:	0
Other Asian/Pacific Islander:	1
Race Unknown/Some Other Race:	293
Client Declined to Provide Information:	0
Total:	377

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 24

Greatest Economic Need (Non-Minority): 30

Greatest Economic Need (Minority Status Unknown): 2

#### CLIENT ETHNICITY

Hispanic/Latino: 295

#### CASES OPENED IN FISCAL YEAR

(Total Cases Opened by Legal Problem Code)

#### CASES CLOSED IN FISCAL YEAR

(Total Cases Closed by Case Closing Code & Legal Problem Code)

Counsel and  
Advice (CA)

Limited Additional  
Services (LAS)

Legal  
Representation (LR)

#### CONSUMER/FINANCE

A1. Bankruptcy/Debt Collection: 11

A2. Contracts/Warranties: 40

A3. Other Consumer/Finance: 23

10 1 0

20 20 0

11 12 0

#### EMPLOYMENT

B1. Discrimination: 0

B2. Other Employment: 6

0 0 0

6 0 0

#### FAMILY

C1. Divorce/Custody/Visitation/Support/  
Grandparents Rights: 10

C2. Conservatorship: 7

C3. Other Family: 3

5 5 0

4 3 0

1 2 0

#### HEALTH/COMMUNITY BASED CARE

D1. Medi-Cal/Medicaid: 6

D2. Medicare: 2

D3. Other Health/Community Based Care: 15

6 0 0

0 2 0

8 7 0

#### HOUSING

E1. Landlord-Tenant (Subsidized or  
Private Housing): 10

2 7 1

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 24

E2. Real Property: Home loans/ Foreclosure/Reverse Mortgages:	38	21	17	0
E3. Other Housing:	25	17	8	0
<b>INCOME MAINTENANCE</b>				
F1. Social Security:	4	3	1	0
F2. Supplemental Security Income (SSI):	8	7	1	0
F3. Pensions/Retiree Benefits:	1	0	1	0
F4. Other Income Maintenance:	13	7	6	0
<b>INDIVIDUAL RIGHTS</b>				
G1. Immigration/Naturalization:	0	0	0	0
G2. Elder Abuse/Neglect/Exploitation:	6	5	1	0
G3. Other Individual Rights:	23	13	10	0
<b>MISCELLANEOUS</b>				
H1. Estate Planning/Wills/Trusts:	80	20	60	0
H2. Advance Health Care Directives (AHCD):	13	3	10	0
H3. Financial Powers of Attorney:	25	6	19	0
H4. Other Miscellaneous:	8	5	3	0
<b>TOTAL CASES OPENED IN FISCAL YEAR:</b>		<b>TOTAL CASES CLOSED IN FISCAL YEAR BY CASE CLOSED CODE</b>		
377		TOTAL COUNSEL AND ADVICE	TOTAL LIMITED ADD. SERVICES	TOTAL LEGAL REPRESENTATION
377		180	196	1
<b>TOTAL ESTIMATED CASE WORK HOURS SPENT:</b>				
608				
<b>TOTAL # OF SPECIAL OUTREACH ACTIVITIES IN FISCAL YEAR:</b>				
0				
<b>TOTAL ESTIMATED # OF SPECIAL OUTREACH ACTIVITY HOURS IN FISCAL YEAR:</b>				
0				
<b>TOTAL # OF COMMUNITY LEGAL EDUCATION PROGRAMS IN FISCAL YEAR:</b>				
5				
<b>TOTAL ESTIMATED # OF COMMUNITY LEGAL EDUCATION HOURS IN FISCAL YEAR:</b>				
20				



**California Legal Services (Title III B)**  
**PSA Level Annual Report**

Fiscal Year: 2016-2017

PSA: 25

Total Unduplicated Client Count for Fiscal Year: 919

Total Cases Closed in Fiscal Year: 827

Total Units of Service for Fiscal Year (Unit=1 Hour): 11.174

**CLIENT CHARACTERISTICS FOR UNDUPLICATED CLIENTS  
IN CASES OPENED THIS FISCAL YEAR**

**CLIENT AGE**

60-64:	141
65-74:	313
75-84:	279
85+:	186
Client Declined to Provide Information:	0
Total:	919

**CLIENT GENDER**

Male:	320
Female:	587
Client Declined to Provide Information:	12
Total:	919

**OTHER CLIENT CHARACTERISTICS**

Frail/Disabled:	546
Homebound:	19
Lives Alone:	462
Institutionalized:	11
Suspected Victim of Elder Abuse/Exploitation:	57
Limited English:	239
Rural:	0
Greatest Economic Need (Minority):	201

**CLIENT RACE**

Two or More Races:	10
Caucasian:	570
African American:	198
Native American/Native Alaskan:	1
Asian/Pacific Islander	
Asian Indian:	0
Cambodian:	1
Chinese:	3
Filipino:	6
Japanese:	1
Korean:	2
Laotian:	0
Vietnamese:	0
Guamanian:	0
Hawaiian:	0
Samoan:	0
Other Asian/Pacific Islander:	30
Race Unknown/Some Other Race:	76
Client Declined to Provide Information:	21
Total:	919

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 25

Greatest Economic Need (Non-Minority): 312

Greatest Economic Need (Minority Status Unknown): 33

#### CLIENT ETHNICITY

Hispanic/Latino: 184

#### CASES OPENED IN FISCAL YEAR

(Total Cases Opened by Legal Problem Code)

#### CASES CLOSED IN FISCAL YEAR

(Total Cases Closed by Case Closing Code & Legal Problem Code)

Counsel and  
Advice (CA)

Limited Additional  
Services (LAS)

Legal  
Representation (LR)

#### CONSUMER/FINANCE

A1. Bankruptcy/Debt Collection: 47

A2. Contracts/Warranties: 9

A3. Other Consumer/Finance: 28

39 14 0

5 2 0

27 11 0

#### EMPLOYMENT

B1. Discrimination: 0

B2. Other Employment: 29

0 0 0

13 3 6

#### FAMILY

C1. Divorce/Custody/Visitation/Support/  
Grandparents Rights: 5

C2. Conservatorship: 43

C3. Other Family: 7

5 0 0

5 22 1

7 0 0

#### HEALTH/COMMUNITY BASED CARE

D1. Medi-Cal/Medicaid: 35

D2. Medicare: 4

D3. Other Health/Community Based Care: 33

22 5 2

6 0 1

19 8 5

#### HOUSING

E1. Landlord-Tenant (Subsidized or  
Private Housing): 131

86 24 1

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 25

E2. Real Property: Home loans/ Foreclosure/Reverse Mortgages:	66	63	3	4
E3. Other Housing:	16	14	0	0
<b>INCOME MAINTENANCE</b>				
F1. Social Security:	18	16	2	0
F2. Supplemental Security Income (SSI):	36	36	16	16
F3. Pensions/Retiree Benefits:	2	6	0	0
F4. Other Income Maintenance:	12	9	2	0
<b>INDIVIDUAL RIGHTS</b>				
G1. Immigration/Naturalization:	4	4	0	0
G2. Elder Abuse/Neglect/Exploitation:	24	7	0	3
G3. Other Individual Rights:	60	26	4	32
<b>MISCELLANEOUS</b>				
H1. Estate Planning/Wills/Trusts:	73	59	38	0
H2. Advance Health Care Directives (AHCD):	46	20	58	0
H3. Financial Powers of Attorney:	0	0	0	0
H4. Other Miscellaneous:	39	44	6	0
<b>TOTAL CASES OPENED IN FISCAL YEAR:</b>		<b>TOTAL CASES CLOSED IN FISCAL YEAR BY CASE CLOSED CODE</b>		
		TOTAL COUNSEL AND ADVICE	TOTAL LIMITED ADD. SERVICES	TOTAL LEGAL REPRESENTATION
		538	218	71
<b>TOTAL ESTIMATED CASE WORK HOURS SPENT:</b>		11,158		
<b>TOTAL # OF SPECIAL OUTREACH ACTIVITIES IN FISCAL YEAR:</b>		0		
<b>TOTAL ESTIMATED # OF SPECIAL OUTREACH ACTIVITY HOURS IN FISCAL YEAR:</b>		0		
<b>TOTAL # OF COMMUNITY LEGAL EDUCATION PROGRAMS IN FISCAL YEAR:</b>		2		
<b>TOTAL ESTIMATED # OF COMMUNITY LEGAL EDUCATION HOURS IN FISCAL YEAR:</b>		16		

**California Legal Services (Title III B)**  
**PSA Level Annual Report**

Fiscal Year: 2016-2017

PSA: 26

Total Unduplicated Client Count for Fiscal Year: 282

Total Cases Closed in Fiscal Year: 315

Total Units of Service for Fiscal Year (Unit=1 Hour): 1,483

**CLIENT CHARACTERISTICS FOR UNDUPLICATED CLIENTS  
IN CASES OPENED THIS FISCAL YEAR**

**CLIENT AGE**

60-64:	102
65-74:	128
75-84:	45
85+:	7
Client Declined to Provide Information:	0
Total:	282

**CLIENT GENDER**

Male:	111
Female:	171
Client Declined to Provide Information:	0
Total:	282

**OTHER CLIENT CHARACTERISTICS**

Frail/Disabled:	181
Homebound:	21
Lives Alone:	176
Institutionalized:	4
Suspected Victim of Elder Abuse/Exploitation:	76
Limited English:	18
Rural:	267
Greatest Economic Need (Minority):	47

**CLIENT RACE**

Two or More Races:	9
Caucasian:	206
African American:	5
Native American/Native Alaskan:	11
Asian/Pacific Islander	
Asian Indian:	0
Cambodian:	0
Chinese:	0
Filipino:	0
Japanese:	0
Korean:	0
Laotian:	0
Vietnamese:	0
Guamanian:	0
Hawaiian:	0
Samoan:	0
Other Asian/Pacific Islander:	0
Race Unknown/Some Other Race:	41
Client Declined to Provide Information:	10
Total:	282

## California Legal Services (Title III B)

### PSA Level Annual Report

**Fiscal Year: 2016-2017**

**PSA: 26**

Greatest Economic Need (Non-Minority):

Greatest Economic Need (Minority Status Unknown):

#### CLIENT ETHNICITY

Hispanic/Latino:

#### CASES OPENED IN FISCAL YEAR

(Total Cases Opened by Legal Problem Code)

#### CASES CLOSED IN FISCAL YEAR

(Total Cases Closed by Case Closing Code & Legal Problem Code)

Counsel and  
Advice (CA)

Limited Additional  
Services (LAS)

Legal  
Representation (LR)

#### CONSUMER/FINANCE

A1. Bankruptcy/Debt Collection:

A2. Contracts/Warranties:

A3. Other Consumer/Finance:

#### EMPLOYMENT

B1. Discrimination:

B2. Other Employment:

#### FAMILY

C1. Divorce/Custody/Visitation/Support/  
Grandparents Rights:

C2. Conservatorship:

C3. Other Family:

#### HEALTH/COMMUNITY BASED CARE

D1. Medi-Cal/Medicaid:

D2. Medicare:

D3. Other Health/Community Based Care:

#### HOUSING

E1. Landlord-Tenant (Subsidized or  
Private Housing):

## California Legal Services (Title III B)

### PSA Level Annual Report

**Fiscal Year: 2016-2017**

**PSA: 26**

E2. Real Property: Home loans/ Foreclosure/Reverse Mortgages:	6	4	1	2
E3. Other Housing:	9	11	0	0
<b>INCOME MAINTENANCE</b>				
F1. Social Security:	3	3	0	0
F2. Supplemental Security Income (SSI):	7	4	0	1
F3. Pensions/Retiree Benefits:	0	0	0	0
F4. Other Income Maintenance:	3	3	0	1
<b>INDIVIDUAL RIGHTS</b>				
G1. Immigration/Naturalization:	12	4	10	0
G2. Elder Abuse/Neglect/Exploitation:	0	0	0	0
G3. Other Individual Rights:	21	12	11	0
<b>MISCELLANEOUS</b>				
H1. Estate Planning/Wills/Trusts:	1	1	1	0
H2. Advance Health Care Directives (AHCD):	2	2	0	0
H3. Financial Powers of Attorney:	0	0	0	0
H4. Other Miscellaneous:	2	3	0	0
<b>TOTAL CASES OPENED IN FISCAL YEAR:</b>		<b>TOTAL CASES CLOSED IN FISCAL YEAR BY CASE CLOSED CODE</b>		
282		TOTAL COUNSEL AND ADVICE	TOTAL LIMITED ADD. SERVICES	TOTAL LEGAL REPRESENTATION
282		231	76	8
<b>TOTAL ESTIMATED CASE WORK HOURS SPENT:</b>				
1,458				
<b>TOTAL # OF SPECIAL OUTREACH ACTIVITIES IN FISCAL YEAR:</b>				
21				
<b>TOTAL ESTIMATED # OF SPECIAL OUTREACH ACTIVITY HOURS IN FISCAL YEAR:</b>				
19				
<b>TOTAL # OF COMMUNITY LEGAL EDUCATION PROGRAMS IN FISCAL YEAR:</b>				
3				
<b>TOTAL ESTIMATED # OF COMMUNITY LEGAL EDUCATION HOURS IN FISCAL YEAR:</b>				
6				

**California Legal Services (Title III B)**  
**PSA Level Annual Report**

Fiscal Year: 2016-2017

PSA: 27

Total Unduplicated Client Count for Fiscal Year: 568

Total Cases Closed in Fiscal Year: 533

Total Units of Service for Fiscal Year (Unit=1 Hour): 3,486

**CLIENT CHARACTERISTICS FOR UNDUPLICATED CLIENTS  
IN CASES OPENED THIS FISCAL YEAR**

**CLIENT AGE**

60-64:	183
65-74:	268
75-84:	91
85+:	26
Client Declined to Provide Information:	0
Total:	568

**CLIENT GENDER**

Male:	189
Female:	379
Client Declined to Provide Information:	0
Total:	568

**OTHER CLIENT CHARACTERISTICS**

Frail/Disabled:	187
Homebound:	16
Lives Alone:	229
Institutionalized:	5
Suspected Victim of Elder Abuse/Exploitation:	116
Limited English:	19
Rural:	86
Greatest Economic Need (Minority):	54

**CLIENT RACE**

Two or More Races:	7
Caucasian:	528
African American:	13
Native American/Native Alaskan:	6
Asian/Pacific Islander	
Asian Indian:	3
Cambodian:	0
Chinese:	2
Filipino:	4
Japanese:	2
Korean:	0
Laotian:	0
Vietnamese:	1
Guamanian:	0
Hawaiian:	0
Samoan:	0
Other Asian/Pacific Islander:	2
Race Unknown/Some Other Race:	0
Client Declined to Provide Information:	0
Total:	568

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 27

Greatest Economic Need (Non-Minority): 266

Greatest Economic Need (Minority Status Unknown): 0

#### CLIENT ETHNICITY

Hispanic/Latino: 51

#### CASES OPENED IN FISCAL YEAR

(Total Cases Opened by Legal Problem Code)

#### CASES CLOSED IN FISCAL YEAR

(Total Cases Closed by Case Closing Code & Legal Problem Code)

Counsel and  
Advice (CA)

Limited Additional  
Services (LAS)

Legal  
Representation (LR)

#### CONSUMER/FINANCE

A1. Bankruptcy/Debt Collection: 21

A2. Contracts/Warranties: 2

A3. Other Consumer/Finance: 28

6 5 1

1 2 0

11 6 1

#### EMPLOYMENT

B1. Discrimination: 1

B2. Other Employment: 3

0 0 0

4 0 0

#### FAMILY

C1. Divorce/Custody/Visitation/Support/  
Grandparents Rights: 53

C2. Conservatorship: 3

C3. Other Family: 0

22 4 13

0 0 0

1 0 0

#### HEALTH/COMMUNITY BASED CARE

D1. Medi-Cal/Medicaid: 0

D2. Medicare: 0

D3. Other Health/Community Based Care: 2

0 0 0

0 0 0

1 1 0

#### HOUSING

E1. Landlord-Tenant (Subsidized or  
Private Housing): 254

85 75 75



## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 27

E2. Real Property: Home loans/ Foreclosure/Reverse Mortgages:	0	1	0	0
E3. Other Housing:	12	5	4	0
<b>INCOME MAINTENANCE</b>				
F1. Social Security:	2	2	0	2
F2. Supplemental Security Income (SSI):	1	0	0	0
F3. Pensions/Retiree Benefits:	0	0	0	0
F4. Other Income Maintenance:	1	0	0	0
<b>INDIVIDUAL RIGHTS</b>				
G1. Immigration/Naturalization:	0	0	0	0
G2. Elder Abuse/Neglect/Exploitation:	113	76	14	25
G3. Other Individual Rights:	0	0	0	0
<b>MISCELLANEOUS</b>				
H1. Estate Planning/Wills/Trusts:	54	33	29	0
H2. Advance Health Care Directives (AHCD):	16	7	12	0
H3. Financial Powers of Attorney:	0	0	0	0
H4. Other Miscellaneous:	9	6	3	0
<b>TOTAL CASES OPENED IN FISCAL YEAR:</b>		<b>TOTAL CASES CLOSED IN FISCAL YEAR BY CASE CLOSED CODE</b>		
575		TOTAL COUNSEL AND ADVICE	TOTAL LIMITED ADD. SERVICES	TOTAL LEGAL REPRESENTATION
		261	155	117
<b>TOTAL ESTIMATED CASE WORK HOURS SPENT:</b>		3,410		
<b>TOTAL # OF SPECIAL OUTREACH ACTIVITIES IN FISCAL YEAR:</b>		23		
<b>TOTAL ESTIMATED # OF SPECIAL OUTREACH ACTIVITY HOURS IN FISCAL YEAR:</b>		105		
<b>TOTAL # OF COMMUNITY LEGAL EDUCATION PROGRAMS IN FISCAL YEAR:</b>		7		
<b>TOTAL ESTIMATED # OF COMMUNITY LEGAL EDUCATION HOURS IN FISCAL YEAR:</b>		23		

**California Legal Services (Title III B)**  
**PSA Level Annual Report**

Fiscal Year: 2016-2017

PSA: 28

Total Unduplicated Client Count for Fiscal Year: 546

Total Cases Closed in Fiscal Year: 581

Total Units of Service for Fiscal Year (Unit=1 Hour): 3.083

**CLIENT CHARACTERISTICS FOR UNDUPLICATED CLIENTS  
IN CASES OPENED THIS FISCAL YEAR**

**CLIENT AGE**

60-64:	155
65-74:	226
75-84:	124
85+:	41
Client Declined to Provide Information:	0
Total:	546

**CLIENT GENDER**

Male:	191
Female:	355
Client Declined to Provide Information:	0
Total:	546

**OTHER CLIENT CHARACTERISTICS**

Frail/Disabled:	330
Homebound:	16
Lives Alone:	222
Institutionalized:	62
Suspected Victim of Elder Abuse/Exploitation:	21
Limited English:	61
Rural:	4
Greatest Economic Need (Minority):	80

**CLIENT RACE**

Two or More Races:	36
Caucasian:	350
African American:	94
Native American/Native Alaskan:	4
Asian/Pacific Islander	
Asian Indian:	0
Cambodian:	0
Chinese:	1
Filipino:	14
Japanese:	0
Korean:	0
Laotian:	0
Vietnamese:	1
Guamanian:	0
Hawaiian:	3
Samoan:	0
Other Asian/Pacific Islander:	7
Race Unknown/Some Other Race:	26
Client Declined to Provide Information:	10
Total:	546

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 28

Greatest Economic Need (Non-Minority): 119

Greatest Economic Need (Minority Status Unknown): 0

#### CLIENT ETHNICITY

Hispanic/Latino: 62

#### CASES OPENED IN FISCAL YEAR

(Total Cases Opened by Legal Problem Code)

#### CASES CLOSED IN FISCAL YEAR

(Total Cases Closed by Case Closing Code & Legal Problem Code)

Counsel and  
Advice (CA)

Limited Additional  
Services (LAS)

Legal  
Representation (LR)

#### CONSUMER/FINANCE

A1. Bankruptcy/Debt Collection: 27

A2. Contracts/Warranties: 4

A3. Other Consumer/Finance: 11

21 7 2

3 1 0

10 1 0

#### EMPLOYMENT

B1. Discrimination: 2

B2. Other Employment: 3

2 2 0

2 0 0

#### FAMILY

C1. Divorce/Custody/Visitation/Support/  
Grandparents Rights: 7

C2. Conservatorship: 1

C3. Other Family: 0

8 3 0

0 1 0

0 0 0

#### HEALTH/COMMUNITY BASED CARE

D1. Medi-Cal/Medicaid: 15

D2. Medicare: 7

D3. Other Health/Community Based Care: 18

5 5 3

5 2 0

11 6 1

#### HOUSING

E1. Landlord-Tenant (Subsidized or  
Private Housing): 200

141 68 16

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 28

E2. Real Property: Home loans/ Foreclosure/Reverse Mortgages:	35	25	14	0
E3. Other Housing:	14	7	4	0
<b>INCOME MAINTENANCE</b>				
F1. Social Security:	14	4	6	1
F2. Supplemental Security Income (SSI):	15	12	6	2
F3. Pensions/Retiree Benefits:	1	1	0	0
F4. Other Income Maintenance:	9	6	4	0
<b>INDIVIDUAL RIGHTS</b>				
G1. Immigration/Naturalization:	4	0	1	0
G2. Elder Abuse/Neglect/Exploitation:	10	7	0	2
G3. Other Individual Rights:	6	6	1	0
<b>MISCELLANEOUS</b>				
H1. Estate Planning/Wills/Trusts:	91	27	72	0
H2. Advance Health Care Directives (AHCD):	39	10	23	0
H3. Financial Powers of Attorney:	6	0	3	0
H4. Other Miscellaneous:	10	10	1	0
<b>TOTAL CASES OPENED IN FISCAL YEAR:</b>		<b>TOTAL CASES CLOSED IN FISCAL YEAR BY CASE CLOSED CODE</b>		
		TOTAL COUNSEL AND ADVICE	TOTAL LIMITED ADD. SERVICES	TOTAL LEGAL REPRESENTATION
		323	231	27
<b>TOTAL ESTIMATED CASE WORK HOURS SPENT:</b>		3,447		
<b>TOTAL # OF SPECIAL OUTREACH ACTIVITIES IN FISCAL YEAR:</b>		47		
<b>TOTAL ESTIMATED # OF SPECIAL OUTREACH ACTIVITY HOURS IN FISCAL YEAR:</b>		104		
<b>TOTAL # OF COMMUNITY LEGAL EDUCATION PROGRAMS IN FISCAL YEAR:</b>		23		
<b>TOTAL ESTIMATED # OF COMMUNITY LEGAL EDUCATION HOURS IN FISCAL YEAR:</b>		101		

**California Legal Services (Title III B)**  
**PSA Level Annual Report**

Fiscal Year: 2016-2017

PSA: 29

Total Unduplicated Client Count for Fiscal Year: 1.781

Total Cases Closed in Fiscal Year: 3.863

Total Units of Service for Fiscal Year (Unit=1 Hour): 6.433

**CLIENT CHARACTERISTICS FOR UNDUPLICATED CLIENTS  
IN CASES OPENED THIS FISCAL YEAR**

**CLIENT AGE**

60-64:	251
65-74:	807
75-84:	459
85+:	206
Client Declined to Provide Information:	58
Total:	1.781

**CLIENT GENDER**

Male:	698
Female:	1.083
Client Declined to Provide Information:	0
Total:	1.781

**OTHER CLIENT CHARACTERISTICS**

Frail/Disabled:	175
Homebound:	13
Lives Alone:	624
Institutionalized:	10
Suspected Victim of Elder Abuse/Exploitation:	362
Limited English:	6
Rural:	1.781
Greatest Economic Need (Minority):	8

**CLIENT RACE**

Two or More Races:	0
Caucasian:	1.722
African American:	5
Native American/Native Alaskan:	1
Asian/Pacific Islander	
Asian Indian:	0
Cambodian:	0
Chinese:	2
Filipino:	3
Japanese:	5
Korean:	2
Laotian:	0
Vietnamese:	2
Guamanian:	0
Hawaiian:	1
Samoan:	0
Other Asian/Pacific Islander:	0
Race Unknown/Some Other Race:	35
Client Declined to Provide Information:	3
Total:	1.781

## California Legal Services (Title III B)

### PSA Level Annual Report

**Fiscal Year: 2016-2017**

**PSA: 29**

Greatest Economic Need (Non-Minority):

Greatest Economic Need (Minority Status Unknown):

#### CLIENT ETHNICITY

Hispanic/Latino:

#### CASES OPENED IN FISCAL YEAR

(Total Cases Opened by Legal Problem Code)

#### CASES CLOSED IN FISCAL YEAR

(Total Cases Closed by Case Closing Code & Legal Problem Code)

Counsel and  
Advice (CA)

Limited Additional  
Services (LAS)

Legal  
Representation (LR)

#### CONSUMER/FINANCE

A1. Bankruptcy/Debt Collection:

A2. Contracts/Warranties:

A3. Other Consumer/Finance:

#### EMPLOYMENT

B1. Discrimination:

B2. Other Employment:

#### FAMILY

C1. Divorce/Custody/Visitation/Support/  
Grandparents Rights:

C2. Conservatorship:

C3. Other Family:

#### HEALTH/COMMUNITY BASED CARE

D1. Medi-Cal/Medicaid:

D2. Medicare:

D3. Other Health/Community Based Care:

#### HOUSING

E1. Landlord-Tenant (Subsidized or  
Private Housing):

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 29

E2. Real Property: Home loans/ Foreclosure/Reverse Mortgages:	129	55	69	0
E3. Other Housing:	69	50	1	5
<b>INCOME MAINTENANCE</b>				
F1. Social Security:	6	3	3	0
F2. Supplemental Security Income (SSI):	3	1	1	1
F3. Pensions/Retiree Benefits:	4	2	2	0
F4. Other Income Maintenance:	26	14	10	1
<b>INDIVIDUAL RIGHTS</b>				
G1. Immigration/Naturalization:	1	1	2	0
G2. Elder Abuse/Neglect/Exploitation:	87	31	29	17
G3. Other Individual Rights:	12	9	3	0
<b>MISCELLANEOUS</b>				
H1. Estate Planning/Wills/Trusts:	1,017	511	642	0
H2. Advance Health Care Directives (AHCD):	732	290	606	0
H3. Financial Powers of Attorney:	748	290	621	0
H4. Other Miscellaneous:	36	30	0	0
<b>TOTAL CASES OPENED IN FISCAL YEAR:</b>		<b>TOTAL CASES CLOSED IN FISCAL YEAR BY CASE CLOSED CODE</b>		
		TOTAL COUNSEL AND ADVICE	TOTAL LIMITED ADD. SERVICES	TOTAL LEGAL REPRESENTATION
		1,760	2,060	43
<b>TOTAL ESTIMATED CASE WORK HOURS SPENT:</b>				
		6,419		
<b>TOTAL # OF SPECIAL OUTREACH ACTIVITIES IN FISCAL YEAR:</b>				
0				
<b>TOTAL ESTIMATED # OF SPECIAL OUTREACH ACTIVITY HOURS IN FISCAL YEAR:</b>				
0				
<b>TOTAL # OF COMMUNITY LEGAL EDUCATION PROGRAMS IN FISCAL YEAR:</b>				
11				
<b>TOTAL ESTIMATED # OF COMMUNITY LEGAL EDUCATION HOURS IN FISCAL YEAR:</b>				
30				

**California Legal Services (Title III B)**  
**PSA Level Annual Report**

Fiscal Year: 2016-2017

PSA: 30

Total Unduplicated Client Count for Fiscal Year: 506

Total Cases Closed in Fiscal Year: 435

Total Units of Service for Fiscal Year (Unit=1 Hour): 1.869

**CLIENT CHARACTERISTICS FOR UNDUPLICATED CLIENTS  
IN CASES OPENED THIS FISCAL YEAR**

**CLIENT AGE**

60-64:	69
65-74:	204
75-84:	165
85+:	68
Client Declined to Provide Information:	0
Total:	506

**CLIENT GENDER**

Male:	164
Female:	342
Client Declined to Provide Information:	0
Total:	506

**OTHER CLIENT CHARACTERISTICS**

Frail/Disabled:	44
Homebound:	5
Lives Alone:	131
Institutionalized:	0
Suspected Victim of Elder Abuse/Exploitation:	167
Limited English:	12
Rural:	0
Greatest Economic Need (Minority):	15

**CLIENT RACE**

Two or More Races:	0
Caucasian:	476
African American:	10
Native American/Native Alaskan:	2
Asian/Pacific Islander	
Asian Indian:	5
Cambodian:	0
Chinese:	1
Filipino:	6
Japanese:	0
Korean:	0
Laotian:	0
Vietnamese:	0
Guamanian:	0
Hawaiian:	0
Samoan:	0
Other Asian/Pacific Islander:	5
Race Unknown/Some Other Race:	0
Client Declined to Provide Information:	1
Total:	506



## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 30

Greatest Economic Need (Non-Minority): 125

Greatest Economic Need (Minority Status Unknown): 7

#### CLIENT ETHNICITY

Hispanic/Latino: 100

#### CASES OPENED IN FISCAL YEAR

(Total Cases Opened by Legal Problem Code)

#### CASES CLOSED IN FISCAL YEAR

(Total Cases Closed by Case Closing Code & Legal Problem Code)

Counsel and  
Advice (CA)

Limited Additional  
Services (LAS)

Legal  
Representation (LR)

#### CONSUMER/FINANCE

A1. Bankruptcy/Debt Collection: 7

A2. Contracts/Warranties: 19

A3. Other Consumer/Finance: 29

5 3 0

13 8 0

30 18 0

#### EMPLOYMENT

B1. Discrimination: 0

B2. Other Employment: 0

0 0 0

0 1 0

#### FAMILY

C1. Divorce/Custody/Visitation/Support/  
Grandparents Rights: 1

C2. Conservatorship: 9

C3. Other Family: 2

1 0 0

10 0 0

5 1 0

#### HEALTH/COMMUNITY BASED CARE

D1. Medi-Cal/Medicaid: 2

D2. Medicare: 1

D3. Other Health/Community Based Care: 3

3 2 0

1 2 0

1 0 0

#### HOUSING

E1. Landlord-Tenant (Subsidized or  
Private Housing): 19

18 3 0

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 30

E2. Real Property: Home loans/ Foreclosure/Reverse Mortgages:	10	7	5	0
E3. Other Housing:	12	12	3	0
<b>INCOME MAINTENANCE</b>				
F1. Social Security:	10	19	7	0
F2. Supplemental Security Income (SSI):	0	2	3	0
F3. Pensions/Retiree Benefits:	3	2	2	0
F4. Other Income Maintenance:	4	3	1	0
<b>INDIVIDUAL RIGHTS</b>				
G1. Immigration/Naturalization:	2	0	0	0
G2. Elder Abuse/Neglect/Exploitation:	151	23	7	3
G3. Other Individual Rights:	3	2	1	0
<b>MISCELLANEOUS</b>				
H1. Estate Planning/Wills/Trusts:	51	27	9	1
H2. Advance Health Care Directives (AHCD):	11	4	4	2
H3. Financial Powers of Attorney:	75	37	27	2
H4. Other Miscellaneous:	82	83	11	1
<b>TOTAL CASES OPENED IN FISCAL YEAR:</b>		<b>TOTAL CASES CLOSED IN FISCAL YEAR BY CASE CLOSED CODE</b>		
		TOTAL COUNSEL AND ADVICE	TOTAL LIMITED ADD. SERVICES	TOTAL LEGAL REPRESENTATION
		308	118	9
<b>TOTAL ESTIMATED CASE WORK HOURS SPENT:</b>		1,787		
<b>TOTAL # OF SPECIAL OUTREACH ACTIVITIES IN FISCAL YEAR:</b>		21		
<b>TOTAL ESTIMATED # OF SPECIAL OUTREACH ACTIVITY HOURS IN FISCAL YEAR:</b>		52		
<b>TOTAL # OF COMMUNITY LEGAL EDUCATION PROGRAMS IN FISCAL YEAR:</b>		11		
<b>TOTAL ESTIMATED # OF COMMUNITY LEGAL EDUCATION HOURS IN FISCAL YEAR:</b>		67		

**California Legal Services (Title III B)**  
**PSA Level Annual Report**

Fiscal Year: 2016-2017

PSA: 31

Total Unduplicated Client Count for Fiscal Year: 257

Total Cases Closed in Fiscal Year: 309

Total Units of Service for Fiscal Year (Unit=1 Hour): 2.176

**CLIENT CHARACTERISTICS FOR UNDUPLICATED CLIENTS  
IN CASES OPENED THIS FISCAL YEAR**

**CLIENT AGE**

60-64:	69
65-74:	105
75-84:	62
85+:	18
Client Declined to Provide Information:	3
Total:	257

**CLIENT GENDER**

Male:	112
Female:	145
Client Declined to Provide Information:	0
Total:	257

**OTHER CLIENT CHARACTERISTICS**

Frail/Disabled:	104
Homebound:	2
Lives Alone:	59
Institutionalized:	1
Suspected Victim of Elder Abuse/Exploitation:	11
Limited English:	33
Rural:	6
Greatest Economic Need (Minority):	74

**CLIENT RACE**

Two or More Races:	1
Caucasian:	158
African American:	23
Native American/Native Alaskan:	1
Asian/Pacific Islander	
Asian Indian:	1
Cambodian:	0
Chinese:	0
Filipino:	1
Japanese:	0
Korean:	0
Laotian:	0
Vietnamese:	0
Guamanian:	0
Hawaiian:	0
Samoan:	1
Other Asian/Pacific Islander:	0
Race Unknown/Some Other Race:	70
Client Declined to Provide Information:	1
Total:	257

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 31

Greatest Economic Need (Non-Minority): 87

Greatest Economic Need (Minority Status Unknown): 5

#### CLIENT ETHNICITY

Hispanic/Latino: 79

#### CASES OPENED IN FISCAL YEAR

(Total Cases Opened by Legal Problem Code)

#### CASES CLOSED IN FISCAL YEAR

(Total Cases Closed by Case Closing Code & Legal Problem Code)

Counsel and  
Advice (CA)

Limited Additional  
Services (LAS)

Legal  
Representation (LR)

#### CONSUMER/FINANCE

A1. Bankruptcy/Debt Collection: 8

A2. Contracts/Warranties: 8

A3. Other Consumer/Finance: 9

7 4 0

7 0 2

5 2 1

#### EMPLOYMENT

B1. Discrimination: 0

B2. Other Employment: 1

0 0 0

0 0 0

#### FAMILY

C1. Divorce/Custody/Visitation/Support/  
Grandparents Rights: 0

C2. Conservatorship: 0

C3. Other Family: 1

0 0 0

0 0 0

0 1 1

#### HEALTH/COMMUNITY BASED CARE

D1. Medi-Cal/Medicaid: 17

D2. Medicare: 9

D3. Other Health/Community Based Care: 14

3 8 4

3 3 2

5 7 1

#### HOUSING

E1. Landlord-Tenant (Subsidized or  
Private Housing): 91

68 21 3

## California Legal Services (Title III B)

### PSA Level Annual Report

**Fiscal Year: 2016-2017**

**PSA: 31**

E2. Real Property: Home loans/ Foreclosure/Reverse Mortgages:	3	1	2	2
E3. Other Housing:	3	2	1	0
<b>INCOME MAINTENANCE</b>				
F1. Social Security:	0	0	0	0
F2. Supplemental Security Income (SSI):	9	6	3	0
F3. Pensions/Retiree Benefits:	0	0	0	0
F4. Other Income Maintenance:	5	3	2	0
<b>INDIVIDUAL RIGHTS</b>				
G1. Immigration/Naturalization:	8	0	0	0
G2. Elder Abuse/Neglect/Exploitation:	12	4	4	2
G3. Other Individual Rights:	3	2	3	0
<b>MISCELLANEOUS</b>				
H1. Estate Planning/Wills/Trusts:	67	16	47	2
H2. Advance Health Care Directives (AHCD):	24	5	17	0
H3. Financial Powers of Attorney:	26	3	22	0
H4. Other Miscellaneous:	2	2	0	0
<b>TOTAL CASES OPENED IN FISCAL YEAR:</b>		<b>TOTAL CASES CLOSED IN FISCAL YEAR BY CASE CLOSED CODE</b>		
		TOTAL COUNSEL AND ADVICE	TOTAL LIMITED ADD. SERVICES	TOTAL LEGAL REPRESENTATION
		142	147	20
<b>TOTAL ESTIMATED CASE WORK HOURS SPENT:</b>		2,144		
<b>TOTAL # OF SPECIAL OUTREACH ACTIVITIES IN FISCAL YEAR:</b>		9		
<b>TOTAL ESTIMATED # OF SPECIAL OUTREACH ACTIVITY HOURS IN FISCAL YEAR:</b>		50		
<b>TOTAL # OF COMMUNITY LEGAL EDUCATION PROGRAMS IN FISCAL YEAR:</b>		1		
<b>TOTAL ESTIMATED # OF COMMUNITY LEGAL EDUCATION HOURS IN FISCAL YEAR:</b>		1		

**California Legal Services (Title III B)**  
**PSA Level Annual Report**

Fiscal Year: 2016-2017

PSA: 32

Total Unduplicated Client Count for Fiscal Year: 2.116

Total Cases Closed in Fiscal Year: 2.305

Total Units of Service for Fiscal Year (Unit=1 Hour): 5.562

**CLIENT CHARACTERISTICS FOR UNDUPLICATED CLIENTS  
IN CASES OPENED THIS FISCAL YEAR**

**CLIENT AGE**

60-64:	510
65-74:	925
75-84:	471
85+:	207
Client Declined to Provide Information:	3
Total:	2.116

**CLIENT GENDER**

Male:	763
Female:	1.353
Client Declined to Provide Information:	0
Total:	2.116

**OTHER CLIENT CHARACTERISTICS**

Frail/Disabled:	93
Homebound:	0
Lives Alone:	395
Institutionalized:	0
Suspected Victim of Elder Abuse/Exploitation:	43
Limited English:	469
Rural:	424
Greatest Economic Need (Minority):	26

**CLIENT RACE**

Two or More Races:	4
Caucasian:	1.888
African American:	101
Native American/Native Alaskan:	8
Asian/Pacific Islander	
Asian Indian:	7
Cambodian:	1
Chinese:	9
Filipino:	29
Japanese:	28
Korean:	9
Laotian:	0
Vietnamese:	6
Guamanian:	0
Hawaiian:	2
Samoan:	1
Other Asian/Pacific Islander:	12
Race Unknown/Some Other Race:	6
Client Declined to Provide Information:	5
Total:	2.116

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 32

Greatest Economic Need (Non-Minority): 7

Greatest Economic Need (Minority Status Unknown): 0

#### CLIENT ETHNICITY

Hispanic/Latino: 405

#### CASES OPENED IN FISCAL YEAR

(Total Cases Opened by Legal Problem Code)

#### CASES CLOSED IN FISCAL YEAR

(Total Cases Closed by Case Closing Code & Legal Problem Code)

Counsel and  
Advice (CA)

Limited Additional  
Services (LAS)

Legal  
Representation (LR)

#### CONSUMER/FINANCE

A1. Bankruptcy/Debt Collection: 72

A2. Contracts/Warranties: 81

A3. Other Consumer/Finance: 451

26 11 8

63 35 62

367 63 42

#### EMPLOYMENT

B1. Discrimination: 5

B2. Other Employment: 13

3 2 1

5 7 2

#### FAMILY

C1. Divorce/Custody/Visitation/Support/  
Grandparents Rights: 49

C2. Conservatorship: 60

C3. Other Family: 29

22 18 12

32 11 15

12 5 8

#### HEALTH/COMMUNITY BASED CARE

D1. Medi-Cal/Medicaid: 28

D2. Medicare: 23

D3. Other Health/Community Based Care: 0

12 9 6

9 8 1

0 0 0

#### HOUSING

E1. Landlord-Tenant (Subsidized or  
Private Housing): 276

132 88 39

## California Legal Services (Title III B)

### PSA Level Annual Report

**Fiscal Year: 2016-2017**

**PSA: 32**

E2. Real Property: Home loans/ Foreclosure/Reverse Mortgages:	109	49	24	25
E3. Other Housing:	45	28	8	16
<b>INCOME MAINTENANCE</b>				
F1. Social Security:	61	34	12	12
F2. Supplemental Security Income (SSI):	23	8	8	6
F3. Pensions/Retiree Benefits:	7	2	6	0
F4. Other Income Maintenance:	21	10	6	6
<b>INDIVIDUAL RIGHTS</b>				
G1. Immigration/Naturalization:	4	1	3	0
G2. Elder Abuse/Neglect/Exploitation:	48	23	15	12
G3. Other Individual Rights:	52	36	33	22
<b>MISCELLANEOUS</b>				
H1. Estate Planning/Wills/Trusts:	441	186	151	51
H2. Advance Health Care Directives (AHCD):	118	30	76	10
H3. Financial Powers of Attorney:	46	11	23	4
H4. Other Miscellaneous:	110	64	120	38
<b>TOTAL CASES OPENED IN FISCAL YEAR:</b>		<b>TOTAL CASES CLOSED IN FISCAL YEAR BY CASE CLOSED CODE</b>		
		2,172	TOTAL COUNSEL AND ADVICE	TOTAL LIMITED ADD. SERVICES
			TOTAL LEGAL REPRESENTATION	
			1,165	742
			398	
<b>TOTAL ESTIMATED CASE WORK HOURS SPENT:</b>				
6.737				
<b>TOTAL # OF SPECIAL OUTREACH ACTIVITIES IN FISCAL YEAR:</b>				
26				
<b>TOTAL ESTIMATED # OF SPECIAL OUTREACH ACTIVITY HOURS IN FISCAL YEAR:</b>				
455				
<b>TOTAL # OF COMMUNITY LEGAL EDUCATION PROGRAMS IN FISCAL YEAR:</b>				
12				
<b>TOTAL ESTIMATED # OF COMMUNITY LEGAL EDUCATION HOURS IN FISCAL YEAR:</b>				
59				



**California Legal Services (Title III B)**  
**PSA Level Annual Report**

Fiscal Year: 2016-2017

PSA: 33

Total Unduplicated Client Count for Fiscal Year: 489

Total Cases Closed in Fiscal Year: 493

Total Units of Service for Fiscal Year (Unit=1 Hour): 4.005

**CLIENT CHARACTERISTICS FOR UNDUPLICATED CLIENTS  
IN CASES OPENED THIS FISCAL YEAR**

**CLIENT AGE**

60-64:	151
65-74:	213
75-84:	93
85+:	31
Client Declined to Provide Information:	1
Total:	489

**CLIENT GENDER**

Male:	151
Female:	266
Client Declined to Provide Information:	72
Total:	489

**OTHER CLIENT CHARACTERISTICS**

Frail/Disabled:	224
Homebound:	0
Lives Alone:	289
Institutionalized:	3
Suspected Victim of Elder Abuse/Exploitation:	28
Limited English:	74
Rural:	135
Greatest Economic Need (Minority):	195

**CLIENT RACE**

Two or More Races:	0
Caucasian:	398
African American:	65
Native American/Native Alaskan:	5
Asian/Pacific Islander	
Asian Indian:	0
Cambodian:	0
Chinese:	1
Filipino:	0
Japanese:	0
Korean:	0
Laotian:	0
Vietnamese:	0
Guamanian:	0
Hawaiian:	0
Samoan:	0
Other Asian/Pacific Islander:	8
Race Unknown/Some Other Race:	8
Client Declined to Provide Information:	4
Total:	489

## California Legal Services (Title III B)

### PSA Level Annual Report

Fiscal Year: 2016-2017

PSA: 33

Greatest Economic Need (Non-Minority): 115

Greatest Economic Need (Minority Status Unknown): 39

#### CLIENT ETHNICITY

Hispanic/Latino: 173

#### CASES OPENED IN FISCAL YEAR

(Total Cases Opened by Legal Problem Code)

#### CASES CLOSED IN FISCAL YEAR

(Total Cases Closed by Case Closing Code & Legal Problem Code)

Counsel and  
Advice (CA)

Limited Additional  
Services (LAS)

Legal  
Representation (LR)

#### CONSUMER/FINANCE

A1. Bankruptcy/Debt Collection: 59

A2. Contracts/Warranties: 17

A3. Other Consumer/Finance: 16

50 5 2

13 2 0

12 2 1

#### EMPLOYMENT

B1. Discrimination: 0

B2. Other Employment: 4

0 0 0

4 0 0

#### FAMILY

C1. Divorce/Custody/Visitation/Support/  
Grandparents Rights: 0

C2. Conservatorship: 0

C3. Other Family: 19

0 0 0

0 0 0

16 4 1

#### HEALTH/COMMUNITY BASED CARE

D1. Medi-Cal/Medicaid: 5

D2. Medicare: 1

D3. Other Health/Community Based Care: 6

4 0 0

1 1 0

4 2 0

#### HOUSING

E1. Landlord-Tenant (Subsidized or  
Private Housing): 133

111 12 12

## California Legal Services (Title III B)

### PSA Level Annual Report

**Fiscal Year: 2016-2017**

**PSA: 33**

E2. Real Property: Home loans/ Foreclosure/Reverse Mortgages:	33	26	9	0
E3. Other Housing:	41	37	3	0
<b>INCOME MAINTENANCE</b>				
F1. Social Security:	30	21	4	1
F2. Supplemental Security Income (SSI):	25	13	12	3
F3. Pensions/Retiree Benefits:	0	0	0	0
F4. Other Income Maintenance:	14	10	0	1
<b>INDIVIDUAL RIGHTS</b>				
G1. Immigration/Naturalization:	0	0	0	0
G2. Elder Abuse/Neglect/Exploitation:	28	17	7	7
G3. Other Individual Rights:	22	15	6	2
<b>MISCELLANEOUS</b>				
H1. Estate Planning/Wills/Trusts:	7	7	1	0
H2. Advance Health Care Directives (AHCD):	7	4	4	0
H3. Financial Powers of Attorney:	22	5	19	0
H4. Other Miscellaneous:	0	0	0	0
<b>TOTAL CASES OPENED IN FISCAL YEAR:</b>		<b>TOTAL CASES CLOSED IN FISCAL YEAR BY CASE CLOSED CODE</b>		
		TOTAL COUNSEL AND ADVICE	TOTAL LIMITED ADD. SERVICES	TOTAL LEGAL REPRESENTATION
		370	93	30
<b>TOTAL ESTIMATED CASE WORK HOURS SPENT:</b>		3.942		
<b>TOTAL # OF SPECIAL OUTREACH ACTIVITIES IN FISCAL YEAR:</b>		20		
<b>TOTAL ESTIMATED # OF SPECIAL OUTREACH ACTIVITY HOURS IN FISCAL YEAR:</b>		87		
<b>TOTAL # OF COMMUNITY LEGAL EDUCATION PROGRAMS IN FISCAL YEAR:</b>		0		
<b>TOTAL ESTIMATED # OF COMMUNITY LEGAL EDUCATION HOURS IN FISCAL YEAR:</b>		0		